

ONTARIO LABOUR RELATIONS BOARD

Filing Guide



A Guide to
Preparing and Filing
Forms and Submissions with the
Ontario Labour Relations Board

This Filing Guide provides general information only and should not be taken as legal advice or a substitute for the OLRB's Rules of Procedure.

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I. INTRODUCTION

A. Where to Find Forms, Information Bulletins and OLRB Rules of Procedure

You may obtain copies of all OLRB forms, Information Bulletins and the Rules of Procedure on the OLRB's website <http://www.olrb.gov.on.ca> in English and French or you may contact the OLRB directly by phone at 416-326-7500, toll-free 1-877-339-3335 or by mail at 505 University Avenue, 2nd Floor, Toronto, ON M5G 2P1.

The OLRB's forms are available in a variety of accessible formats. Contact the OLRB's Coordinator of Client Services if you require an alternative format or need some other form of accommodation.

In the event of emergencies or other circumstances, the Board may post a Notice to Community on its website, which will prevail over the Rules of Procedure and Filing Guide. You should check the Board's website prior to filing.

B. Methods of Completing the Forms – By Hand or Electronically

You may complete a form by hand or electronically and then file it with the OLRB in a number of ways, including e-filing. E-filing is not mandatory.

If you complete the form by hand, you cannot e-file the form. The form must be filed by a different method in accordance with the OLRB's Rules of Procedure.

If you complete the form electronically on your computer:

- You may e-file the form, or
- You may print a copy of the electronically completed form and file it in accordance with the OLRB's Rules of Procedure.

C. E-filing vs E-mailing

Forms and submissions may be filed with the OLRB by a variety of methods including the Board's e-filing system, but not by e-mail.

D. Encryption

The OLRB e-filing system is not encrypted and as a result you may decide to file your form and any other documents by a different method permitted by the OLRB's Rules of Procedure.

E. Submission Form – Form A-108

The electronic 'Submission Form' - A-108 allows parties to attach and e-file submissions, letters or other material electronically.

F. Referral of Grievances in the Construction Industry - Payment

If you are filing Form A-86 or A-87 electronically, you may pay by Visa or MasterCard.

The form cannot be submitted electronically without payment. When you click on the 'Submit' button, you will be taken to the payment page. Once the payment is successful, you will receive a confirmation message.

II. TECHNICAL REQUIREMENTS

A. Minimum System Requirements

The electronic forms are in PDF format. To use the PDF forms most effectively, your computer must meet the following minimum system requirements:

- You must have an internet connection and a valid email address in order to submit your form online.
- You will require an up-to-date version of Adobe Acrobat. If you choose to use Adobe Acrobat Reader, the latest version is available for free and can be downloaded from the following website: <http://www.adobe.com/products/acrobat/readstep.html>. You may choose to download a pdf reader in French if you are completing your form in French.
- Currently, the version of Adobe Acrobat used on mobile devices is **not** compatible with the OLRB E-filing system.

B. Download the Form

You **must** download and complete the OLRB forms using **ONLY** an up-to-date version of Adobe Acrobat. For instructions on how to download, see the section titled [Save](#).

Do not complete the forms within your Internet browser as you may encounter some of the following issues:

- You may not be able to attach documents, print or submit the form.
- You will lose the information you completed if you leave the form and browse to other web pages in the same browser window.
- The 'back' or 'forward' buttons on your browser will close the form and delete all of your entered information.

If the form opens in your internet browser, save it, then close the form that is open in the browser and then reopen your saved form using Adobe software.

III. OVERVIEW OF FORM FUNCTIONS

A. Print

- **Printing a Blank Form**

To print a blank form use **only** the 'Print Blank Form' button located at the top right corner of the form.

The blank form will **not** print in its entirety if you print from any of the following:

- Adobe File > Print option
- Ctrl +P
- Print icon in Adobe
- Other 'Print' buttons located within the form

- **Printing a Partially Completed or Fully Completed Form**

The Print button on the 'Documents to be Delivered' page prints the form up to the 'Documents to be Delivered' page. When you are printing a copy to be delivered to the other parties in the proceeding (before completing the Certificate of Delivery), the partially completed form should be printed to this point using this button.

The Print button located at the bottom of the 'File with the Board' page prints the entire form. This button is used to print the entire completed form, including the completed Certificate of Delivery, to be filed with the OLRB or for your records.

B. Save

The forms are dynamic and updated on a regular basis. You should download the form directly from the OLRB website each time to ensure that you are using the most current version.

You can save a blank or partially completed form or a fully completed form at any time. You should save and/or print the completed form before e-filing or filing it with the OLRB as the OLRB will not return the form to you.

- **Save Form from the OLRB Website without Viewing It**

To save the form from the OLRB website without viewing it: right-click on the hyperlinked form title, select 'Save As' and then save the blank form to your computer.

- **Save Form after Viewing**
OLRB forms are savable and can be saved at any time.

You can save the blank form after viewing it or a partially completed form or a fully completed form by using one of the following 3 methods:

- Click on any 'Save' button within the form;
- Click on the small disk icon that appears in Adobe Acrobat software;
- Go to File >Save As

C. Clear Form

When completing a form electronically on your computer, you may clear the data entered in the form by clicking on the 'Clear Form' button located at the top right corner of each form.

The Clear Form button will reset the entire form **including all attached documents**, which will also be deleted from the form.

D. Attach Documents

There is an Attached Documents section in each form which can be used both for forms completed by hand or completed electronically.

- **Attached Documents for forms completed by hand**

You may use the Attached Documents section to list the documents you are attaching to your form.

You may need to attach additional sheets of paper to answer certain questions if you have not had enough space to answer them in the form. Remember to include the question number your answer relates to at the top of each document.

- **Attached Documents for forms completed electronically**

Follow the steps below:

- Go to the 'Attached Documents' section in the form.
- Select the checkbox 'Attach documents electronically'.
- Click 'Add File' button and select the document that needs to be added. The file name of the document and size will get updated in the attachments table.
- Add a brief description for the attached document so that it is easily identifiable.
- Repeat for each document you want to attach.

The file name must contain ONLY letters 'A-Z' or 'a-z', numbers '0-9', underscore '_' or dash '-'. If other characters are used, the form and attachment(s) will not be successfully submitted.

If you choose to file the form in a manner other than e-filing then print the completed form and attach the physical copies of each listed document to the form.

- **Deleting Attached Documents from forms completed electronically**

Delete any attached documents using the following steps:

- Select the checkbox beside each of the documents you want to delete.
- Click 'Delete File(s)' button.
- A warning message will be displayed.
- Select 'OK' in the warning message.

All the selected documents will be deleted from the form electronically.

- **Opening the Attached Document from the Form**

Open the attached documents using the following steps:

- Select the checkbox beside the document that you want to open.
- Click 'Open File(s)' button.

All the selected documents will be opened on your computer.

- **Permitted Formats for Electronically Attached Documents**

Below is the list of permitted formats for Attached Documents:

- Word/Text/PDF documents: .doc, .docx, .txt, .pdf, .rtf, .odt, .xps, .pptx, .ppt, .msg
- Structured Documents: .htm, .html
- Images: .jpg, .jpeg, .bmp, .png, .tif, .tiff, .gif
- Spreadsheets: .xls, .xlsx, .csv, .ods

If you get an error message when you are attempting to attach electronically, then the document you are trying to attach may still be open. Close the document and then attach.

- **Permitted Size**

The maximum size limit on the documents that can be attached and e-filed is 15MB. The size of your attachments is calculated directly on the form so you will know when you are approaching the maximum size permitted.

There is no limit on the number of the documents that can be attached to a form.

- **Other Attachment Instructions**

- Each document must be properly named so that it may be easily identifiable by the OLRB.
- Attached documents must **not** be password protected.
- Any documents attached to the form will not be printed by the 'Print' buttons. Attached documents should be opened and printed separately.

Refer to Notice to Community on Electronic Filing of Documents [here](#) for detailed guidance on electronic filing of large documents.

IV. COMPLETING THE CONTACT INFORMATION IN THE FORM

The OLRB requires full contact information for all parties and affected parties and any Representatives/contact persons in a proceeding. This includes mailing address(es), phone number(s), fax number(s) and/or email address(es).

If your contact information changes, you must provide the OLRB and the other parties with updated contact information, including email, as soon as possible. If you fail to do so, correspondence sent to your last known address (including email) may be deemed to be reasonable notice to you and the case may proceed in your absence.

A. Adding or deleting parties or Representatives/contact persons

If there are multiple applicants, responding parties, affected parties or additional representatives/contact persons, you are required to provide complete contact information for each party.

If you are completing the form by hand: You may attach a separate sheet of paper with the contact information for all additional parties.

If you are completing the form electronically: Click the 'Add' button in this section and complete all the contact information for each party within the form.

B. Contact Information for Legal Representative/Contact Person

You may choose to be represented by a lawyer or paralegal, or be contacted by the OLRB through a contact person.

By providing the contact information for a legal representative or contact person, you are consenting to the OLRB and the other parties sending documents to that individual and corresponding with that individual about the file. If your chosen representative is not a member of the Law Society of Ontario or does not fall within an exception pursuant to the Law Society Act or the by-laws of the Law Society of Ontario, the OLRB may not permit that person to represent you.

A legal representative or contact person may act as the contact person for more than one party. In the box where you provide their contact information, indicate for which parties the legal representative or contact person is acting as the contact person.

C. Multiple Contacts from the same organization

In instances where there are multiple individuals from the same organization (for example, multiple union representatives or multiple lawyers at the same law firm), you are not required to complete a new contact section for each individual. You can simply add their name, email address and phone number in the 'Additional Contact Information' box of the first listed individual.

V. COMPLETING 'DOCUMENTS TO BE DELIVERED' PAGE AND DELIVERING YOUR FORM TO THE OTHER PARTIES

Before delivering the form to the other parties in the proceeding, it needs to be completed up to and including the 'Documents to be Delivered' page.

Review the 'Documents to be Delivered' page to confirm what documents you need to deliver. Confirm that the form is complete and date it.

At this point, you will copy the form (if you have filled the form out by hand) or print the form (using **only** the 'Print' button on the 'Documents to be Delivered' page).

Deliver the form together with all supporting documents to each of the other named parties/affected parties by a method permitted by the OLRB's Rules of Procedure.

It is after the delivery that you will be completing the Certificate of Delivery and filing your form with the OLRB.

VI. COMPLETING THE 'CERTIFICATE OF DELIVERY' PAGE

Once the form and all the necessary documents have been delivered by you to each of the named parties/affected parties, you need to complete the Certificate of Delivery **before** filing your form with the OLRB.

A. Completing the Certificate of Delivery by Hand

For each party to whom the form and documents have been delivered, complete the Certificate of Delivery with **all** information on how, where and when the form was delivered.

Each form contains 4 blank boxes for parties to whom you have delivered your form. If there are additional parties to whom you have delivered, you may photocopy a blank Certificate of Delivery page or print a blank form A-136 - Certificate of Delivery.

File the complete form, together with completed Certificate of Delivery and any accompanying documents with the OLRB.

B. Completing the Certificate of Delivery Electronically

After you have delivered the form and all necessary documents, go back to your saved form and go to the 'Certificate of Delivery' page.

For each party to whom the form and documents have been delivered, complete the Certificate of Delivery section with **all** information on how, where and when the form and documents were delivered.

Use the 'Add' button to add an additional box to the Certificate of Delivery, as required.

Ensure you save or print your completed form for your records. If you choose to print, use only the 'Print' button located on the 'File with the Board' page.

C. Delivery of applications by email to parties

Except with the consent of the Responding Party(ies), an application cannot be delivered by email.

If an application is delivered by email, the certificate of delivery must include in the box "other", the email address to which the application was delivered, the date and time the application was delivered and a statement that the email delivery was on consent of the party(ies).

VII. COMPLETING 'FILE WITH THE BOARD' PAGE - E-FILING

You have now completed your form electronically, delivered your form and documents to all the named and affected parties in the proceeding and you have decided to e-file.

You should save or print a copy of your completed form at this stage, as the OLRB will not send you a copy of what you e-file.

It is mandatory to have an email address in order to e-file your form with the OLRB. Refer to 'Technical Requirements' section above.

Type in your full name and email address and click 'Submit'.

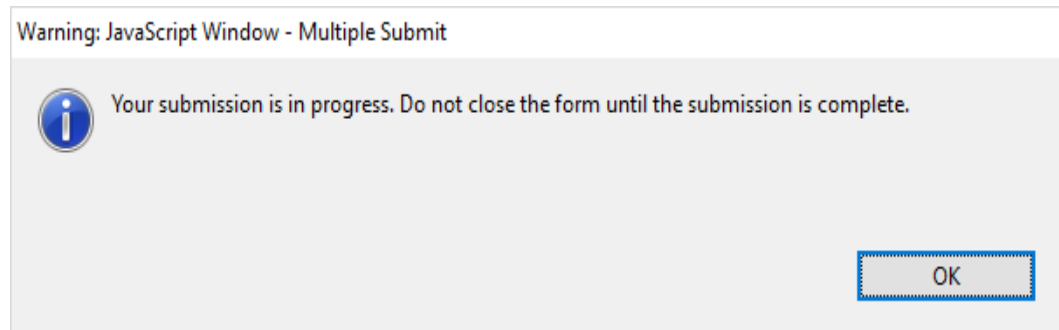
Submit the form only once. If the OLRB receives your form more than once, OLRB will accept only the first

form received.

A. What Happens When I Click the 'Submit' Button?

Once you click the 'Submit' button, you will get a final reminder message to print or save your form.

After proceeding you will get the following message:



Do not close your form at this point or your submission will be interrupted. Wait until you get a confirmation that the submission is successful.

After submitting the form, a confirmation message will be displayed on your computer screen and this confirmation message will be the indication of your successful submission.

Following this, an email will be sent to the email address provided by you in the 'File with the Board' page, confirming that the OLRB has received your submission. This email will contain a confirmation number.

If you do not receive an email confirmation within one hour, please contact the OLRB during business hours.

The confirmation number in the confirmation email is not a Confirmation of Filing from the OLRB. This Confirmation of Filing will be sent to you from the OLRB with an OLRB File No.

B. Technical Support

If you are experiencing technical difficulties, it could be as a result of one of the following:

- You are not connected to the internet. Check your internet connection.
- You have not opened the form using Adobe Acrobat and the document might be opened in your browser instead. Save the form and open with Adobe Acrobat.
- You are not using an up-to-date Adobe Acrobat. Download the latest Adobe Acrobat Reader from the following website:
<http://www.adobe.com/products/acrobat/readstep.html>.

If you can open the form and complete it electronically but are unable to submit it, then print your completed form and file it in a method permitted by the OLRB and report the issue to OLRB.

If you cannot print a blank form for any reason, you may contact the OLRB by phone (416-326-7500), toll-free 1-877-339-3335 or by mail (505 University Avenue, 2nd Floor, Toronto, ON M5G 2P1) and the OLRB will send you the requested form.

VIII. FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

Any relevant information that you provide to the Board must in the normal course be provided to the other parties to the proceeding. Personal information collected on this form and in written or oral submissions may be used and disclosed for the proper administration of the Board's governing legislation and case processing. In addition, the *Tribunal Adjudicative Records Act, 2019* requires that the Board make adjudicative records (which include applications filed and a listing of such applications) available to the public. The Board has the power to make part or all of an adjudicative record confidential. The *Freedom of Information and Protection of Privacy Act* may also address the treatment of personal information. More information is available on the Board's website www.olrb.gov.on.ca. If you have any questions concerning the collection of information or disclosure of adjudicative records, contact the Solicitors' Office at the number listed above or in writing to the OLRB, 505 University Ave., 2nd floor, Toronto, ON M5G 2P1

Appendix

Ontario Labour Relations Board

505 University Avenue
2nd Floor
Toronto, Ontario M5G 2P1
Telephone: 416-326-7500

Commission des relations de travail de l'Ontario

505, avenue University
2^e étage
Toronto (Ontario) M5G 2P1
Téléphone: 416-326-7500



NOTICE TO COMMUNITY – FILING OF DOCUMENTS – JANUARY 20, 2023

A. Standard Document Naming Protocol

Effective February 1, 2023, the OLRB is implementing a standard document-naming protocol.

Currently, the Board frequently receives documents with names that do not assist in identifying what the document is, such as strings of numbers. This can cause delays in processing and locating documents.

Accordingly, parties are required to name documents in such a way that the document is easily identifiable.

For example:

- Grievance letter – 13-NOV-2022
- Schedule A to Response
- Employment contract – G. Smith – 12-JAN-2006

Document names should not include firm-specific naming conventions, abbreviations, or file numbers.

B. Electronic Filing of Large Documents

The size limit for all documents, including those being filed by Form A-108, has been recently increased to 15MB. Where documents larger than that limit are being filed by way of a third-party cloud tool, the link should be included in a letter filed with the form A-108 or with the application/response form (see attached for instruction) so that it is easy for the Board to find the link. The letter must provide detailed information as to what can be found in the link, such as a list of documents included in the link (Parties are reminded that in accordance with Rule 8.4, books of documents filed with the Board must be page-numbered and be accompanied by a table of contents). Parties should not embed further cloud-based links to other documents within such links, unless such links are specifically referred to in the covering letter.

Documents provided by cloud tool links should be page-numbered and organized into clearly labelled tabs. Hearings will go more smoothly when it is easy for parties and Vice-Chairs to navigate documents electronically. Parties are strongly encouraged, wherever possible, to use hyperlinked bookmarks within their document books (using, for example, the bookmark feature of Adobe Acrobat). [Linked [here](#) is an example of a hyperlinked document]

C. Books of Authorities

Parties are reminded that they should not file Books of Authorities with the Board. Instead, parties should simply include hyperlinks to publicly available databases such as www.canlii.org, a free legal information database. If the authority is not available on a publicly available database, parties may e-file a copy of the authority or utilize the third party cloud option as noted above.

E-Filing Large Documents

Where attachments exceed the 15mb limit for e-filed documents, parties can upload files to a cloud storage service (such as OneDrive or Dropbox) and share the link to these files.

1. Upload documents to a storage service and generate a share link (see instructions below on how to do so using OneDrive or Dropbox)
2. Paste the link generated into your covering letter to the Registrar.
3. Save the document and attach it to the A-108, application or response being submitted
4. Ensure that the link in your document is functional

Generating OneDrive Share Link

1. Log into <https://onedrive.live.com/about/en-us/signin/> using a Microsoft account
 - Microsoft accounts include emails ending with @outlook.com, @hotmail.com, or other emails associated to a Microsoft account
2. Upload your document to OneDrive
 - Click on “Upload” from the list of options and select “Files” to upload a single document or “Folder” to upload an entire folder
3. Generate the link for the document
 - Click the three vertical dot icon after hovering over the document in the list and select “Copy” from the drop-down menu
 - Paste link into your covering letter

Generating Dropbox Share Link

1. Sign into <https://www.dropbox.com/login> with your Dropbox account
 - A free Dropbox account can be created using just your email
2. Upload your documents to Dropbox
 - Click on “Upload” from the list of options and select “Files” to upload a single document or “Folder” to upload an entire folder
3. Generate the link for the document
 - Hover over the file/s you want to share and select the “copy” button to generate a unique link
 - Paste link into your covering letter

If you have difficulties, please contact a Customer Service Representative at one of the numbers available on the Board’s website.