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Ministry of Community Safety and Correctional Services

Justice Technology Services

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## **Video Remand and Bail Project**

# **access: defence**

## **Teleconferencing Manual**



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# Introduction

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Welcome to **access: defence**

The Video Remand and Bail Project, in conjunction with Bell Teleconferencing Solutions, is implementing a new and innovative teleconferencing solution called **access: defence**. The solution will enable defence counsel to converse with their in-custody clients at select correctional facilities in Ontario through a vendor-managed teleconference system.

The benefits of **access: defence** include:

- ✓ Flexibility and convenience – schedule appointments and avoid unnecessary travel to correctional institutions;
- ✓ No special technology requirements – keeps costs to a minimum;
- ✓ Use of Personal Identification Number (PIN) to set up teleconference appointments – provides security for counsel;
- ✓ Use of access codes to establish teleconference connection between counsel and their clients maximizes security;
- ✓ Preset time blocks for teleconference appointments give the widest access possible;
- ✓ **access: defence** telephone lines are not routinely monitored;
- ✓ Legal Aid Ontario has agreed to compensate counsel for **access: defence** calls made to clients with legal aid certificates; and
- ✓ Detailed billing provided by Bell Teleconferencing Solutions allows for easy tracking of costs.

Correctional institutions currently participating in **access: defence** include:

Maplehurst Correctional Complex, Hamilton-Wentworth Detention Centre, Toronto West Detention Centre, Central East Correctional Centre, Niagara Detention Centre and the Toronto Jail.

Your comments on this manual and feedback on the **access: defence** initiative are welcome. We can be reached via e-mail at: [access\\_defence@jus.gov.on.ca](mailto:access_defence@jus.gov.on.ca) or by fax at: 416-326-1959 or to:

Video Remand and Bail Project  
18<sup>th</sup> Floor, 18 King Street East  
Toronto, ON M5C 2X1

***access: defence** would like to acknowledge the support of Legal Aid Ontario in providing this service to clients with legal aid certificates.*

Watch for these symbols in each section. They will help you navigate through the document.



A **NOTE** will draw your attention to important information.



The **REMEMBER** symbol will remind you of details that are essential in order to complete the steps.



A **WARNING** will ensure that crucial facts are not missed!

## Section 1 – Counsel Registration

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This section - describes the process of registering for the **access: defence** teleconferencing system.



In order to take advantage of **access: defence**, counsel must first register with Bell Teleconferencing Solutions. Following registration, counsel can book appointments immediately.



The Bell Teleconferencing Solutions Call Centre is available for registration and appointment bookings **Monday – Friday, 9:00 a.m. to 5:00 p.m.**

Counsel can register for **access: defence** by dialing the Bell Teleconferencing Solutions Call Centre at:

**1-866-322-5422**

You will be asked a series of questions to complete the registration process. Please have the following information available:

- ✓ Counsel's name;
- ✓ Law firm name (if applicable);
- ✓ Law Society Number;
- ✓ A six-digit personal identification number (PIN) of your choosing;
- ✓ Address information;
- ✓ Telephone and Fax numbers;
- ✓ E-mail address (if applicable); and
- ✓ Billing contact name (if different from counsel's name)

This information will be used to create your counsel profile. When all of the above information is received the Call Centre agent will provide you with a Bell client number.

The Call Centre agent will review the teleconferencing procedures and assist you in booking your first appointment.

## Section 2 – Scheduling a Teleconference

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This section describes the process of scheduling an **access: defence** teleconference and the subsequent processes of notifying counsel of the relevant details.



A teleconference reservation cannot be processed without a valid Bell client number and Personal Identification Number (PIN). It is the responsibility of counsel to protect the Bell client number and Personal Identification Number (PIN).



The Bell Teleconferencing Solutions Call Centre is available to book appointments **Monday – Friday, 9:00 a.m. to 5:00 p.m.**



The Call Centre agent will **not** accept same-day appointments.



Calls can be scheduled for a 15-minute duration (one time block) or up to 35 minutes duration (two time blocks). Start times for calls are: on the hour, at 20 minutes past and at 40 minutes past the hour.



The Bell Teleconferencing Solutions Call Centre agent can provide counsel with the appointment availability times for each correctional facility participating in **access: defence**.

### Process for counsel:

#### Counsel

1. To book a teleconference, dial **1-866-322-5422**. The Call Centre agent will ask you the following:
  - ✓ Counsel's name;
  - ✓ Bell client number;
  - ✓ Personal Identification Number (PIN);
  - ✓ Name of accused (client);
  - ✓ Name of institution where accused (client) is being held; and
  - ✓ Date and time of proposed teleconference.

**Bell Call Centre  
Agent**

2. The Call Centre agent will:
  - ✓ Book the teleconference;
  - ✓ Provide you with an access code that you will be prompted to enter when making your call;
  - ✓ Provide you with a confirmation number for your reservation in case follow-up is required in the event of problems or a need to cancel the reservation; and
  - ✓ Fax the Teleconference Appointment Confirmation containing the access code and confirmation number. (see Appendix 1)

## Section 3 – Participating in a Teleconference

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This section describes the process of participating in an **access: defence** teleconference.



Counsel cannot initiate a teleconference without a valid access code. The access code is provided on the faxed Teleconference Appointment Confirmation.



If the accused (client) is unavailable to attend a teleconference, Bell Conferencing Solutions will be notified and Teleconference Appointment Cancellations will be faxed to counsel and the correctional facility. (see Appendix 2) In the event of a last minute cancellation, counsel will be required to reschedule the appointment and will not be billed for the missed teleconference.

### **Counsel**

At the scheduled time of the teleconference, dial:

**1-888-791-2070**

Enter the six-digit access code followed by the number sign (#) when prompted to do so.

At the scheduled time of the teleconference, the accused (client) picks up the **access: defence** telephone receiver in the living unit. The Bell Teleconferencing Solutions telephone number is automatically dialled when the receiver is lifted.

After the prompt, the accused (client) enters the six-digit access code followed by the number sign (#) and the teleconference starts.



The conversation will begin as soon as the counsel and the accused (client) have entered their access codes.



At two minutes prior to the end of the teleconference, the first warning beep will sound. A second warning will sound with 20 seconds left. The teleconference will be automatically terminated at the end of the scheduled call time.



The duration of a call (15 minutes for a single appointment, 35 minutes for a double appointment) is measured from the scheduled start time of the teleconference. The time for the appointment is fixed and cannot be extended if either party is late in dialing into the teleconference.

## Section 4 – Teleconferencing Billing Information

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This section describes the billing process to invoice counsel for scheduled teleconference appointments with accused (clients).

1. Each month, counsel registered with **access: defence** will receive an invoice from Bell Teleconferencing Solutions, detailing the following:
  - ✓ Counsel's Bell client number;
  - ✓ Individual teleconference call details:
    - Accused (client) name and institution
    - Date and time
    - Duration
    - Cost
  - ✓ Total charges for all teleconferences during the preceding month.
2. Calls will be billed at a rate of 74¢ per minute plus applicable taxes.
3. No fee is charged if counsel dials into the conference and the accused (client) does not.
4. A fee will be charged to the lawyer if he/she fails to attend the teleconference. The fee will equal 74¢ for each minute that the accused (client) is connected.
5. Legal Aid Ontario has agreed to cover the cost of access: defence calls for those clients with Legal Aid Ontario certificates.



All charges for calls booked under counsel's Bell client number are the responsibility of that counsel. It is the responsibility of counsel to protect both the Bell client number and Personal Identification Number (PIN).

## **Section 5 – Troubleshooting**

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Problems or difficulties relating to a specific teleconference should be addressed to Bell Teleconferencing Solutions at 1-866-322-5422.

Any problems encountered in the general use of the **access: defence** teleconferencing solution should be communicated to the Video Remand and Bail Project via e-mail at: **access\_defence@jus.gov.on.ca**, by fax at: 416-326-1959 or to:

The Video Remand and Bail Project  
18th Floor, 18 King Street East  
Toronto, ON M5C 2X1

Thank you for using **access: defence**

## Appendix A – Fax Forms

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A1 - Counsel - Teleconference Confirmation Notice

A3 - Counsel - Teleconference Cancellation Notice

Appendix A1

**access: defence**  
Teleconference Appointment Confirmation

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To: **Counsel XYZ** Fax: **999-999-9999**  
Re: **Accused XYZ (last name, first name)**  
Facility: **XYZ Institution**  
Date: **March 13<sup>th</sup>, 2002**  
Time: **14:00** Call Duration: **nn minutes**  
Confirmation Number: **C1234567**

**Access Code:**

3	7	2	8	4	6	#
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**Instructions:**

1. At the scheduled time, please dial 1-888-791-2070. This will connect you to the **access: defence** teleconference bridge.
2. Enter your six-digit access code (see above) followed by the “#” sign when prompted.
3. Please wait for your client to connect. Note: your client may take a few minutes to join you.
4. You will hear a warning tone, with two minutes and again with 20 seconds remaining in your teleconference call.
5. The teleconference call will automatically be terminated at the end of the scheduled call time.

**NOTE: If for any reason your client is unable to attend the teleconference, you will have to reschedule the appointment.**

If you are experiencing any difficulties please call Bell Conferencing Solutions at 1-866-322-5422. A Call Centre agent will be pleased to assist you.

# access: defence

## Teleconference Appointment Confirmation

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To: **Counsel XYZ** Fax: **999-999-9999**

Re: **Accused XYZ (last name, first name)**

Facility: **XYZ Institution**

Date: **March 13<sup>th</sup>, 2002**

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