



CAT Practice Direction: Scheduling Requests and Adjournments

Effective: Oct 1, 2026

The Chair of CAT issues Practice Directions to provide more information about the CAT's practice or procedures.

1. Introduction

This Practice Direction describes the CAT's approach to requests for scheduling changes and adjournments at any stage of the case.

Unlike many other tribunals, mediations and hearings in CAT proceedings generally do not take place on a single specific date and time but rather over a defined period.

The CAT Member assigned to the mediation or adjudication will establish timelines for the stage, and instructions about how parties must participate.

Parties should advise the CAT Member of any availability, timing, or other barriers you may have at the beginning of your mediation or adjudication.

The following CAT Rules set out the CAT's expectations for a party's availability and participation:

8. Availability

8.1 Parties are required to actively participate in the case while it is open. If a Party will be unavailable and requires an adjournment or a delay while a case is in Stage 2 or Stage 3, they must make a request to the CAT Member assigned in advance of their unavailability.

16.3 All parties and representatives must:

(a) participate in the way that the CAT directs;

...

(g) check the CAT's online system as often as directed by the CAT or by the CAT Member assigned;

....

2. Requests to Change the Schedule

If you require additional time to respond after an event or deadline is scheduled or established in your mediation or adjudication, you may request an extension of time.” The decision to change the schedule is for the CAT Member to decide. When you are making this request, you must provide a reason. It is also important to make the request as early as possible.

You may not be granted an extension of time:

- If you assert that are simply too busy to respond to the CAT Member’s messages.
- If a live event has been scheduled, and a request is made at the last minute.
- If you have shown a pattern of unresponsiveness in the case.

Note: The CAT Rules set out when to close a case if an applicant stops participating, whether during a negotiation, a mediation or hearing. See Rules 31.1(d), 35.3, and generally, 13.1(g)

This means that if you, as an applicant, are unresponsive on the online system and fail to participate without having requested an extension (or if your request for extension was refused), your case may be closed.

3. Request for an Adjournment

In mediation or adjudication, parties should make a request directly to the CAT Member in their case.

If a party requires more than a brief extension of time for responding to a scheduled event and wishes to put the mediation or adjudication on hold for a period of time, the party must request an adjournment.

The decision to grant an adjournment is discretionary. This means that it is up to the Member to decide, after they consider the request and its impact on the case. Requests for an adjournment made at the last minute may be an impediment to fair and timely access to justice. The CAT recognizes that exceptional circumstances may require that an adjournment be granted. An adjournment where the reasonable inference is that the request is made for the purposes of delay will lead to a refusal.

If you believe that your circumstances support the need for an adjournment of the case, you must make the request and set out your reasons as soon as those circumstances arise. If you are the applicant, remember that this is your case, and an adjournment will result in a delay in resolving it.

The Factors to Consider in an Adjournment Request

When deciding whether to grant an adjournment, the CAT will review the specific reasons for the request and may consider any of the following factors:

- Whether the adjournment is necessary to ensure a fair hearing;
- Any earlier requests to adjourn or reschedule events;
- The conditions attached to any previous adjournment;
- Whether the request was made at the earliest opportunity;
- Whether the party made all reasonable efforts to avoid the need for the adjournment;
- Whether the parties were given the opportunity to develop, and agree to the schedule for the mediation or adjudication;
- Whether anyone would be unduly prejudiced if the request was allowed or denied;
- Whether the other parties consent to the adjournment;
- If the request is made because a party wishes to obtain legal representation, when the requester began attempts to retain legal representation and whether the legal representative was made aware of and is available to participate in the proceeding on upcoming scheduled events;
- Whether the issues are simple or complex;
- Any urgency based on the circumstances of the case;
- Any serious personal emergency or compassionate factors;
- The length of the proposed adjournment and whether it would unduly delay the proceedings; **the CAT will not allow an adjournment for an indefinite time.**

The CAT may also consider any other factors that are relevant to the unique circumstances of each request and case.

4. Specific Adjournment Rationale

4.1 Requesting an Adjournment for Medical Reasons

If a party requests an adjournment for **medical reasons**, the CAT Member may, in some circumstances, require that party to provide a medical note; however, it is the CAT Member, who decides whether to grant the adjournment. The CAT Member may require that the medical note include enough information to allow CAT to make its own assessment as to whether the adjournment should be granted. This should include at a minimum:

- A description of the diagnosis, the effect of the patient's condition on the ability to participate in the CAT's process;
- an indication that the medical professional is aware of the nature of the dispute and that the CAT process is online and does not require in person attendance and is accessible 24/7; and

a statement as to when, in the doctor's opinion, the patient will be well enough to participate as required

4.2 Requesting an Adjournment to Resolve Issues in Dispute.

The CAT will not normally pause a case to allow for more investigation, or to test a resolution.

The parties request an adjournment because they are trying to resolve the issues the CAT may grant an adjournment only in exceptional circumstances and for a limited time. Such a request must come from all parties and must set out:

- What steps will be taken to resolve the issue and a schedule with dates for each step;
- the length of the requested adjournment; and
- dates for reporting back (you must agree to keep the CAT Member informed about the progress).

If the CAT Member believes that not enough progress is being made or if it appears that the parties are not adhering to their schedule, the CAT Member can provide further directions or cancel the adjournment.

5. Adjournment Requests related to an Accommodation under the Human Rights Code

Rule 6.1 sets out the process for requesting accommodation under the Human Rights Code:

6.1 The CAT is committed to accessibility and equal access to its services. All parties who have needs related to the Human Rights Code have a right to equal access to the CAT's services. Parties with Code-related accessibility needs should inform the CAT as soon as possible.

If requests for adjustments to the schedule, or to adjourn the case, are connected to an accommodation request, parties are advised to review the [Condominium Authority of Ontario Accommodations Policy](#) & Procedure and follow the appropriate request process set out.

As noted by the Ontario Human Rights Commission, the accommodation process is a shared responsibility. Everyone involved must co-operatively engage in the process, share information and consider potential accommodation solutions.

6. Requests to Adjourn a Case before a CAT Member is Assigned

Requests to adjourn a case before a CAT Member is assigned should be sent by email to: catinfo@condoauthorityontario.ca.

Your request should include:

- Your full name;
- Your email address and phone number;
- How to best contact you;
- The CAT case number(s) that your request relates to and your role in the case (i.e., Applicant, Respondent, Representative, Witness); and,
- The reasons and duration of the Request.

A CAT Member will be assigned to review and decide the request. You will receive written notification of the CAT's determination on the adjournment request.