

# CONFERENCE CALL INFORMATION & GUIDELINES DURING COVID-19 PANDEMIC for the GOSHEN SELECT BOARD

Since the coronavirus pandemic has begun, many more millions of people around the world are using phone carrier systems and the internet at unprecedented levels from their homes. Busy signals and degraded internet services are common as infrastructure is overloaded throughout the country. Service can be unpredictable. If your connection is dropped, try connecting again.

## **How & When to use this option:**

1. This solution is ***NOT INTENDED*** for use by multiple people gathered around one speaker phone. This solution ***IS INTENDED*** for use by a single individual at home or in an office.
2. The call-in numbers provided are only to be used for Select Board meetings.

## **BEFORE you make the call:**

1. Select the phone (land line or mobile) that has the best clarity of sound and strongest signal for where you are located when calling. Note that if you have a newer mobile phone and it has the ability to do phone calls (not just data or text) over wifi that may be the best choice.
2. The phone you are using should be fully charged. If you are using a mobile phone, leave it plugged in during the call. If you are using a cordless phone, be sure that the battery has been fully charged before the call.
3. Select a location that will have no ambient noise from another phone conversation, TV or radio. If possible, be in a closed room by yourself. Do ***not*** use speaker phone. If you can't be in a quiet area, mute your phone so everyone else doesn't hear the background noise. Remember to ***un-mute*** your phone when it is your turn to talk.
4. Review all the materials, relevant to your participation, received prior to the meeting.
5. Prompt attendance for each section of the meeting is expected, as per the Select Board Chair or Town Administrator's participant instructions.

## **Instructions to make the call:**

1. At the designated meeting time, call 1 425 436 6380 and follow the instructions. Enter this access code 521601. You, as a participant, are not the host and will not need to enter a PIN.

**For those of you not familiar with the call in process, here are some tips.**

## **Etiquette to follow DURING the call:**

1. Announce yourself by name when joining the call. Speak clearly and loudly enough to be well heard.
2. If you have a wonky phone that chirps and hisses, hang up and reconnect with a different phone.
3. Wait to be called on by the Chair before speaking. Don't interrupt other speakers. It is difficult enough in a live meeting and even more problematic when conference call.
4. Be succinct and to the point. Stick to the topic under discussion.
5. When you have finished speaking, indicate this to the group.
6. Announce when you are leaving the call and give your name.