

# Deep Bay Improvement District

## Electronic Meeting (E-Meeting) Policy

**Policy Number:** 21-04-01

### 1. INTRODUCTION

The purpose of this policy is to describe the process and means by which rate payers and other attendees can join Trustees and District Staff at Deep Bay Improvement District's (DBID) Regular Board Meetings, when they are held wholly electronically, and provide expectations for E-meeting conduct, to provide the best experience for all attending.

### 2. POLICY

1. Electronic attendance will only be open to the public when the Board of Trustees, as a whole, is meeting electronically, but not when any of the Trustees, as allowed under [Meeting Procedures Bylaw 202 \(as amended\)](#), opts to attend an "in-person" meeting, electronically.
2. E-meetings will be held using the Zoom platform, for which DBID has purchased an annual subscription, and which allows a limited number of individuals to attend. Through Zoom, an attendee can choose to join:
  - a. Audibly, by dialing a Canadian telephone number that is provided to registered individuals, together with the needed meeting ID and meeting pass code, which the attendee must key in on their telephone touch pad, when prompted, in order to be admitted to the meeting waiting room; or
  - b. Visually and audibly, via the individual's internet-connected device which, when they click on the link that was provided through the registration process, will admit them into the meeting waiting room.
3. The DBID does not make video or audio recordings of its E-meetings. Making an electronic recording of these proceedings, by any individual, by any means, is prohibited.

**Participants not wanting to have the identifying information described in sections 9 (telephone) and 10 (internet link) visually displayed to other attendees, who are joining via an internet link, should choose not to attend E-meetings.**

#### **Advanced Registration is Required to Attend:**

4. Meeting agendas are posted at least 3 working days in advance of each meeting on the Deep Bay Improvement District's website ([www.dbid.ca](http://www.dbid.ca)). If the meeting will be held wholly electronically, a note beside the link to the agenda will indicate this is an E-meeting, only, and will advise if individuals wish to register to attend, they will need to open the agenda document to obtain the registration link.
5. Ratepayers and other attendees wishing to attend a Regular Trustee Board E-meeting are required to register. Registration for E-meetings is open from the

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time the agenda is posted until ½ hour in advance of the E-meeting's scheduled start time.

6. When registering, individuals must provide their first and last names, email address, street address, city, postal code, telephone number, and any other information the Board considers necessary to validate a registration request. Once an individual completes the registration process, they will be sent options, via email, for how to join the meeting.
7. Zoom displays identifying information that is extracted from the registration and call-in process to identify each separate individual as they join by telephone or internet (registrant's provided first and last name or telephone number). Other than the identifier Zoom displays to label an individual attendee, which will be visible to all internet attendees, all personal information supplied during registration and stored in the registration record can only be accessed by Trustees and District staff, and not by any other participant.

### Two Alternative Methods that Registered Attendees can Join a Meeting:

#### 8. Via Telephone: audio only, no video

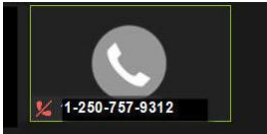
- a. All callers will automatically be set to mute when dialing in, and when first entering the E-meeting, they will be advised they have been placed in the waiting room. They will remain in the waiting room until the host lets them in when the meeting starts.
- b. Once in the E-meeting, if the caller or a delegation has been approved to address the Board and they have been advised by the Chair it is their turn to speak, or if they have a question at question period and want to ask a question, **callers will need to press \*6 to unmute their phone to speak, and are required to press \*6 again to mute their phone again once they are finished speaking.**
- c. The telephone number the person is calling in from will display to others attending the E-meeting via an internet link, who have a visual perspective of attendees, similar to what is shown in figure 1. If a line is through the telephone icon, it means the caller is muted.  



Figure 1
- d. If the displayed telephone number matches information found in the list of registrants for this E-meeting, a DBID staff member or Trustee may, at their discretion, change the information displayed from a telephone number to the name that is associated with the telephone number in the list of meeting registrants, as shown in figure 2.  


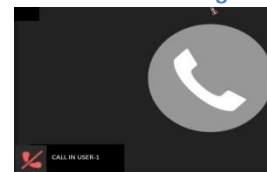
Figure 2

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- e. Callers blocking their telephone #/caller ID will not have their telephone number displayed, but will display as “call in user-#” to those accessing the meeting via the internet, as shown in figure 3. Unless they identify themselves to the Corporate Officer or Chair, they would not be identifiable and would not be able to have their display information changed.

Figure 3



- f. As per the information provided by Zoom, using a provided dial-in number that is specified as a Canadian call-in telephone number will be treated as a regular local phone call. If participants choose to use a dial-in number designated for another country it will be a long distance call.

### 9. Via Internet Link (audio and video)

- a. **To ensure trouble shooting or setting adjustments are made ahead of the E-meeting’s start time, it is highly recommended that first time Zoom users who wish to join by internet link, well in advance of the meeting, test their speaker, video and microphone settings by running through the guided steps available at <https://zoom.us/test> and that all attendees do this, again, 10-15 minutes before joining the meeting.**

- b. Those joining by using their internet-connected device and clicking on the link that was provided by email after completion of the registration process will automatically be set to mute and video off, when entering the E-meeting. They will be placed in the waiting room, and will remain there, until the host lets them in when the meeting starts.

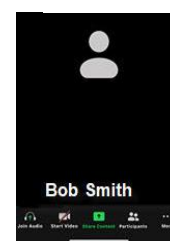
Figure 4

- c. If, at any time during the E-meeting, an individual wishes others to see themselves live on video, they may click the “START VIDEO” icon, shown in figure 4, to turn on their video camera. Click the same icon, which after will show the text “STOP VIDEO”, to turn off their device’s video camera. This will leave just their name and the person icon displayed.



- d. Along with the person icon seen in figure 5, which indicates a participant is attending by internet and can activate their video, the first and last name the person gave in the registration process will be displayed to those who have accessed the meeting via the internet. This is why individuals do not want to share their personal registration link with anyone else, as it is associated with the first and last names provided at the time of registration.

Figure 5



- e. Regular Zoom users, who have an established profile, may have a photo of themselves that will display instead of the person icon. If any internet participant turns their video on, the person icon or their photo

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will be replaced by live video that is streaming from the participant's camera.

### Minimizing Audible and Visual Disruption:

10. Attendees should familiarize themselves with [Meeting Procedures Bylaw](#) so they are informed about when it is permissible to speak during a board E-meeting.
11. Other than Trustees and District staff, attendees may not project any audible noise that would disrupt the meeting. Speaking, by other than Trustees and District staff, is limited to Question Period at the end of the meeting, and to those individual or delegations that have been approved to speak in advance on agenda topics.
12. All E-meeting attendees, with the exception of the Trustees and the Corporate Officer, must keep their microphones and telephones muted at all times, unless they have been given permission to speak and they have been advised it is their turn to do so.
13. It is recommended that Trustees and the Corporate Officer stay on mute, unless they have the floor or wish to speak.
14. The meeting Chair, or any delegated staff member or Trustee, will:
  - a. Immediately disconnect attendees from the E-meeting if the attendee visually displays or audibly projects anything that is considered to be offensive or intentionally disruptive.
  - b. Return any E-meeting attendees to the waiting room that continue to speak out of turn after they have been warned by the Chair not to do so, or if they have not turned off their microphone and background noise is disrupting the meeting.

### Asking Questions During Question Period or Presenting During an Agenda Segment:

#### 15. When attending via telephone:

- a. When there is an opportunity to speak without interrupting another or when the Chair has introduced you as the next speaker, prepare to begin your presentation or ask a question by:
    - i. first, ensuring there is no background noise in the environment that would disrupt the meeting and then, next,
    - ii. pressing \*6 to unmute, and then asking the question.
  - b. When you are finished speaking, press \*6 to immediately be muted.
16. When attending via internet:

#### Method A (best for those unfamiliar with Zoom):

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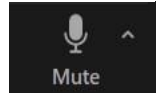
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- a. When there is an opportunity to speak without interrupting another or when the Chair has introduced you as the next speaker, prepare to begin your presentation or ask a question by:
- first, ensuring there is no background noise in the environment that would disrupt the meeting and then, next,
  - pressing the icon on the screen that says UNMUTE, as shown in figure 6, to unmute, then ask the question.
- b. When you are finished speaking, press the icon on the device's screen that says MUTE, as seen in figure 7.

Figure 6



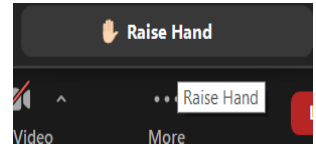
Figure 7



### Method B (best for those familiar with Zoom):

- c. Individuals may, instead, use the “raise hand” feature, as shown in figure 8, which can be found in various places in the Zoom application, but where it is found depends on what type of device or operating system individuals are using. When a raised hand is acknowledged and the individual is asked to speak, they should unmute themselves only at that time. If an individual feels the “raise hand” feature is not being monitored, they should use method A, above to get the Chair’s attention.

Figure 8



### Excerpts from DBID Bylaw 202 (Consolidated) “Meeting Procedures Bylaw”

#### Section 36

- The board may allow an individual or a delegation to address the board at the meeting on the subject of an agenda item provided written application has been received by the corporate officer by 12:30 pm on the Wednesday prior to the meeting. Each address must be limited to 15 minutes unless a longer period is agreed to by the unanimous vote of the board members present.

#### Section 37

- Where written application has not been received by the corporate officer as prescribed in Section 36, an individual or delegation may address the meeting if approved by the unanimous vote of the board members present.

### POLICY HISTORY

Approved by Board:	April 21, 2021
Amended	