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PEO POLICY NUMBER:	*Policy numbers will be assigned after Policy and Procedures Manual is completed.*

PEO Guidelines for Telephone Conferencing	Date of Policy: May 1, 2014
	To be approved by Council
	Review Date: May, 2015

Policy Statement	• Professional Engineers Ontario (PEO) is committed to ensuring that each person participating in a meeting by telephone conferencing has the right as a member of the Council, Committee or Task Force to contribute fully to the meeting.
Purpose	• To provide guidelines for meetings held by telephone conferencing or other electronic means that ensure members participating are able to adequately communicate with each other so that these meetings are effective and inclusive.
Application and Scope	• This policy applies to PEO Council meetings as well as Committee and Task Force meetings in accordance with By-law No. 1, General Provisions as to Meetings, Section 26.
Background	• With advancements in technology, more meetings are being held through telephone conferencing and other electronic means to allow for broader engagement. Organizations can save both time and travel costs by arranging to meet via teleconference. The challenge is to ensure that all teleconference participants have the equal opportunity to fully contribute to these meetings so that issues are discussed and the necessary decisions are made. • In order to achieve the required results from teleconference meetings, there must be clearly defined guideline of responsibilities for those involved as well as key etiquette rules that apply to these meetings.
Technical Responsibilities	**Staff** • Ensure the dial-in number and pass codes are distributed with the notice of meeting and with the agenda. • Confirm which members will be participating through telephone conferencing • Provide callers with a name and contact information should they have a problem logging in or experience technical difficulties during the meeting. • Ensure the equipment is in working order for the meeting. • Resolve any issues as it arises **Moderator** • Ensure the agenda for the meeting is clear, concise and can be

	completed in the time set aside for the meeting.
	• The Chair of the meeting or their designate should act as the ~~M~~moderator for the teleconference.
	• Keep the numbers participating in a telephone conference meetings to be as small as possible. With large numbers of participants, it can be difficult for everyone to contribute. A lot of participants may felt left out.
	• Inform callers if there will be an audio recording of the meeting prior to the chair calling the meeting to order.
	• Take a roll call at the beginning of the meeting.
	• Inform all late comers who is on the call only at a convenient break.
	• Provide each participant in the meeting with basic rules for the call including speaking time limits and remind participants to identify themselves each time they speak.
	Callers
	• Notify staff they intend to participate by telephone.
	• Announce yourself when you are connected and at a convenient spot so that everyone in the meeting know that you have joined the conference
	• If at all possible use a land line – the quality of your voice is much better than from a cell phone.
	• Avoid using a cell phone or calling from a car – road noise can be distracting.
	• Find a quiet room to call from.
	• Turn off your own cell phone so that you are not disturbing others on the teleconference call
	• If using a speaker phone then mute (* 6) when not speaking. Remember to unmute when you want to speak.
	• Do not put your phone on hold if your telephone system plays music.
	• Do not have a side conversation while in a teleconference call as it cause others not to hear the full extent of the meeting discussions.
Teleconference Etiquette	By adhering to the following etiquette rules for teleconferences, these types of meetings can both be effective and inclusive. • Presentations to a teleconference should be distributed in advance and be clear and concise so that those participating by telephone are able to follow along. • If possible, leverage web conferencing technology to show the meeting package over the Internet. PEO currently uses Adobe Connect. There are other systems like Web-X is also acceptable • Call in on--time and stress the importance of being on--time to other participants. It is very disruptive and distracting when people arrive late as the chair has to stop and introduce you to the rest of the

	room. • If a participant arrives late to a teleconference, they should not immediately interrupt the conversation to introduce themselves. They should wait until there is a pause in the discussion to make others aware they have joined the call. • Callers should inform the meeting if they are leaving for any period of time. • If a participant is leaving the call for a short period of time they should put the phone on mute so that sound from their location does not interfere with the call. • As in any type of meeting it is important to respect other participants in a telephone conference. Participants should speak one at a time. • Participants should address people by name when they speak to them to avoid confusion about who is to respond. Questions should be directed to a specific person rather than the group. • Participants should also introduce anyone who enters the room they are calling from during the teleconference. Side conversations with others at a participant location should be avoided. • Participants should introduce themselves before they continue to make their point so to identify themselves – no everyone recognize your voice on the teleconference call. • The Moderator must ensure that the votes of those participating by teleconference are included in the final totals. • The Moderator must ensure that each participant in the teleconference has the opportunity to contribute to the meeting. • As Moderator, he/she should keep track of who is participating in the discussion and who is not. The Moderator should attempt to engage those who are too quiet by asking them for their opinions OR ask to hear from those who have not already spoken to the issue at hand. No oOne person must not be allowed to monopolize the teleconference meeting. • Before ending the teleconferanceteleconference, the Moderator should ask for any final comments from the all participants. • The Moderator should request specific feedback from participants on any concerns or issues they are having with the way teleconference meetings are conducted. • The Moderator should make it clear when the meeting is adjourned and that participants should hang up.
Responsibility	• The Manager, Secretariat has administrative and functional responsibility for the implementation and maintenance of this policy. • Compliance with this policy is the responsibility of all PEO employees and volunteers.