



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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 teleconference participants have the 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 responsibilities for those involved as well as key etiquette rules that apply to these meetings.
Technical Responsibilities	<p>Staff</p> <ul style="list-style-type: none"> 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 they arise. <p>Moderator</p> <ul style="list-style-type: none"> Ensure the agenda for the meeting is clear, concise and can be

	<p>completed in the time set aside for the meeting.</p> <ul style="list-style-type: none"> • The Chair of the meeting or their designate should act as the Moderator for the teleconference. • Keep telephone conference meetings as small as possible. With large numbers of participants it can be difficult for everyone to contribute. • 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. • 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. • Allow for votes to be cast by e-mail if a confidential or registered vote is required. • When a teleconference is required, use meeting rooms with integrated microphone/telephone systems when possible. <p>Callers</p> <ul style="list-style-type: none"> • Notify staff they intend to participate by telephone. • If at all possible use a land line. • Avoid using a cell phone or calling from a car. • Find a quiet room to call from. • If using a speaker phone then mute when not speaking. • Do not put your phone on hold if your telephone system plays music.
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<p>Teleconference Etiquette</p>	<p>By adhering to the following etiquette rules for teleconferences, these meetings can both be effective and inclusive.</p> <ul style="list-style-type: none"> • 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. • Call on time and stress the importance of being on time to other participants. It is very disruptive and distracting when people arrive late. • 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
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	<p>one at a time.</p> <ul style="list-style-type: none"> • 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. • 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. One person must not be allowed to monopolize the teleconference. • Before ending the teleconference the Moderator should ask for any final comments from 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.
<p>Responsibility</p>	<ul style="list-style-type: none"> • 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.