

During the declared Provincial Emergency related to COVID-19, the Township of Muskoka Lakes is striving to provide continuation of service, including Statutory Public Meetings. Individuals can be assured that the opportunity to provide comments to Council and its Committees in relation to Statutory Public Meetings will be maintained while meetings are taking place in alternative formats during this emergency.

Participating in a Zoom meeting requires that you have access to a device with a camera and microphone, and internet access. For full system requirements please see the Zoom support page <https://support.zoom.us/hc/en-us/articles/204003179-System-Requirements-for-Zoom-Rooms>.

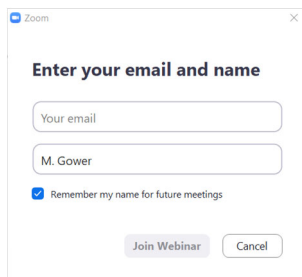
If you have not used Zoom before you will be required to download the latest version of Zoom. This download is free for users. Visit <https://zoom.us/download> to download the latest version of Zoom.

If, at any point during the meeting you lose your connection, you are welcome to rejoin the meeting. If your connection was lost during your comments, we ask that you please rejoin the meeting immediately and raise your hand and you will be provided an opportunity to finish your comments.

## **SIGNING INTO A MEETING**

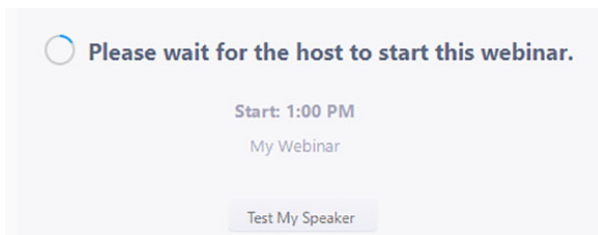
Visit [www.muskokalakes.ca](http://www.muskokalakes.ca) for the link to join the Electronic meeting.

Click the link. A new window will open and you will be prompted to input your email and name. Once this is done, click "Join Webinar". Your name will be visible to all who have logged into the meeting. Please be considerate with the name you provide. Any individual found to have an inappropriate name will be renamed by the Staff.



A screenshot of a Zoom sign-in dialog box. The title bar says "Zoom". The main heading is "Enter your email and name". There are two input fields: "Your email" and "M. Gower". Below the fields is a checked checkbox labeled "Remember my name for future meetings". At the bottom are two buttons: "Join Webinar" and "Cancel".

If you sign in to the meeting before it has begun, you will see the following message:



When the meeting begins you will be added as an Attendee. At this time, your video will not appear in the Committee Member Panel.

**SPEAKING DURING A PUBLIC MEETING**

**1. Participating using Computer Audio and Video:**

**Electronic Meeting Participant Etiquette**

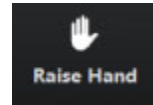
The following etiquette shall be followed by all who wish to address Committee during the meeting:


- **Dress appropriately**, as the video of the meeting will be live webcast and recorded for future viewing;
- **Control audio quality** by testing audio before the meeting, situate yourself in a quiet indoor location and if possible, use a good quality headset with microphone;
- **Consider lighting** by checking the video quality before the meeting and not sitting too close to a bright light source;
- **Consider your background** to ensure a neutral backdrop free from personal items and do not utilize a virtual background that is distracting or causes a visual distraction;
- **Speak to the camera**, not the screen;
- **Mute your microphone** when you are not speaking to reduce background noise;
- **Consider phone call quality** if using a phone for your audio ensure you have good service and a clear connection;
- **Consider background noise** by situating yourself in a quiet location free from excessive background noise and interruptions; and
- **Speak respectfully**. The use of inappropriate or derogatory language will result in immediate removal from the meeting.

- 1.1. Once you have successfully logged into the meeting you are able to provide comments to the Committee during the Public Meeting portion of the meeting. Please note that Public Meetings are not question and answer (Q&A) sessions, the Committee is receiving your comments only.

*\*If you are an **Agent or an Applicant** you will be provided an opportunity to address Committee immediately following the presentation by Township Staff. Please skip to Item 1.5 for instructions on addressing Committee.*

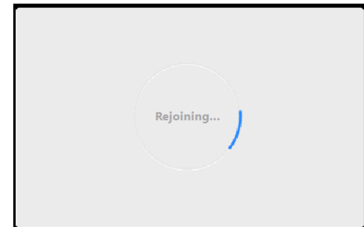
- 1.2. After the Chair invites comments from members of the public, please use the "Raise Hand" feature located at the bottom of your window to indicate that you want to speak.



- 1.3. You will then have a hand appear beside your name  and you will be moved to the next in line to speak.

- 1.4. Should you choose not to speak after you have raised your hand, please click the "Raise Hand" button again and you will be removed from the list of speakers.

- 1.5. The Staff will call your name, indicating when you are next to speak and that you will be added as a panelist to the meeting. During your transition from Attendee to Panelist, your video feed will be interrupted momentarily and the following message will appear on your screen.

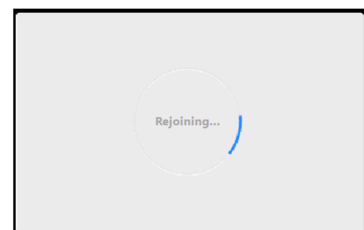


- 1.6. When you have been successfully added to the meeting, your video will appear in the panel of Committee Members. *Please read the [Electronic Meeting Participant Etiquette outlined above](#).*

- 1.7. The Chair will welcome you to the meeting and remind you to unmute your microphone. You must first state your full name, address and postal code for the record, then you may address the Committee with your comments. Please do not repeat points already provided by other members of the public providing comments.

- 1.8. At the completion of your comments, the Chair will thank you for your comments and the Staff will advise that you are now being moved back to an Attendee of the meeting.

- 1.9. During your transition from Panelist to Attendee your video feed will be interrupted momentarily and the following message will appear on your screen again.



- 1.10. Your video will be removed from the Committee Members panel. You are welcome to stay logged in to observe the rest of the meeting.

**2. Participating using Call in only:**

- 2.1. To access the meeting by telephone please use the phone number and meeting ID provided on the Township's website.
- 2.2. Call the Conference Phone Number.
- 2.3. You will be prompted to input the Meeting ID followed by #. The Participant ID is #.
- 2.4. The system will advise that you have been added as a meeting Attendee and will be muted throughout the meeting.
- 2.5. You will be placed on hold until the meeting begins, if the meeting has started you will join immediately.
- 2.6. After the Chair invites comments from members of the public, please press \*9 on your keypad to "Raise Hand" to indicate that you want to speak.
- 2.7. When it is your turn to speak the Staff will unmute your microphone and enable you to speak. You will be prompted to speak by hearing "You have been unmuted". *Please read the Electronic Meeting Participant Etiquette outlined above.*
- 2.8. When you are finished speaking, the Staff will thank you for your comments and the Staff will advise that you are being muted. You will be prompted by hearing "You have been muted". The Staff will lower your hand.
- 2.9. You will be able to continue to listen to the meeting on the phone call or you can hang up.

**Important Telephone Controls**

Raise Hand \*9

Mute \*6