

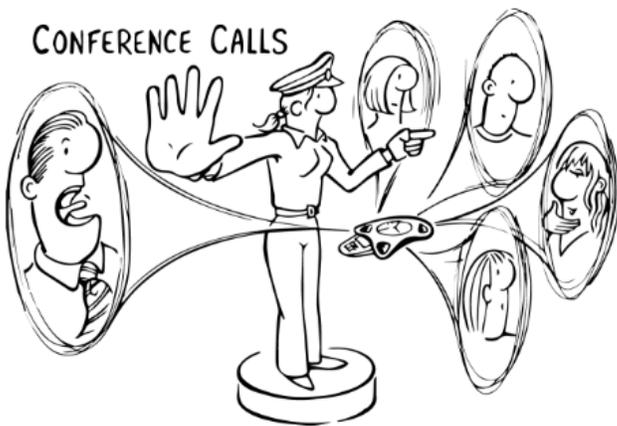
Conference Call Guidelines

Dial in five minutes early. Roll call will begin promptly at the time the call is scheduled. Please value this time set aside for business.

Listen for and follow the direction given by the chair. The individual who is chairing the call will do their best to make sure everyone has opportunity to participate, but the chair also must sometimes make decisions to move forward with the agenda.

Say your name before sharing your comments. This helps others to know who is speaking. We don't always recognize others voices.

Use person-first language. If you are unfamiliar with this practice, think of it as referring to people as individuals instead of using labels.



Spell and define all acronyms. This helps everyone to understand what you are referencing.

Say "thank you" to indicate you are finished speaking.

Share the air. This means allow time for others to speak.

Diverse experiences will be heard and validated. Each person has unique experiences and each person's experience deserves the same respect.

Mute the line when you are not speaking. This helps minimize background noise and interference with the meeting.

Do not use the "hold" feature during the call. This can result in the call being interrupted by "hold" music.

Share what is working well and how the group can improve future calls. The chair will provide opportunity for evaluation. It's important to identify positive aspects of the call and solutions for areas the group may struggle.