

Appendix 3 – Virtual Meeting Etiquette

BEFORE MEETING

1. Calendar invite should be checked to ensure that the MS Teams invite has been received and is compatible with the equipment being used in the meeting i.e. Windows, Laptop/PC with a camera and microphone installed. This should be checked well in advance of the meeting, as the Corporate Governance Team may not be available or pick up requests for assistance immediately before the start of a meeting. Health Board issued equipment and Health Board email accounts should be used for meetings.
2. Attendees should be professionally presented in terms of attire and background, particularly for Public Board meetings which are live streamed to the public and subsequently available on the web. The background behind attendees must be appropriate; Attendees should use the HDdUHB Corporate Background; no whiteboards with any confidential or patient identifiable information that could be viewed by other participants if in the work environment. The use of 'blur my background' can be used to help minimise distractions and protect privacy.
3. Cameras should be positioned so that attendee's eyes are two thirds up the screen and their face is visible. Lighting may need to be adjusted to ensure the face is visible and not in shadow. Avoid sitting with your back to a window or bright light source.
4. Ensure you are ready to be on camera before turning it on
5. Microphone to be muted when attendees are not speaking. Any background noise will be distracting to other Members, and in particular the Chair. Notifications on laptop/PC and mobile phones to be muted. It is not advisable to shuffle papers, tap on the keyboard, table, or the microphone itself. Reduce other background noises, i.e., from open windows, fans, pets etc.
6. Devices are to be fully charged, software up to date prior to the start of the meeting. The use of a charger plugged into a power supply will ensure that the equipment does not run low.
7. Be familiar with how to use appropriate functions within teams while on a video call. If you are going to be required to share your screen, close documents or systems that are not in use to avoid the potential of sharing something else by accident – and practice how to share your screen in advance.

JOINING THE MEETING

1. On a Health Board site – Attendees must join the meeting 10/15 minutes before the official start time to ensure that the internet connection is working, and any technical problems can be resolved ahead of time.
2. From home - Personal devices e.g. personal PCs/laptops should be turned off to ensure maximum broadband speed for optimum connectivity.
3. Before joining the meeting, ensure your microphone is off and camera are turned on. All attendees are expected to have their camera on for the entire meeting.
4. On some occasions guest presenters may join the meeting or be called in to the meeting after it commences. When they join and leave will be recorded in the minutes. Guest presenters are not generally expected to stay for the whole meeting. When they have presented their item, the Chair will thank them and invite them to leave. The meeting Secretary should be made aware in advance of the meeting if there are any guest presenters due to participate.

DURING THE MEETING

1. Meetings are generally recorded to assist with minutes and may be available for Members who were unable to attend the meeting. Public Board meetings are both live-streamed and a link to You Tube uploaded onto the Health Board's website for the public to view. The Chair will alert attendees that the meeting will be recorded, which will allow time for any objections to be raised.
2. The Chair will welcome all participants to the meeting and ask for introductions and note any apologies. The introductions will also be a way to ensure that all Members can be heard, and that the minute taker is clear who is present. Introductions by Board Members at some meetings held in public may be bilingual.
3. The Chair will take this opportunity to remind Members to ensure that their microphones are muted until they wish to speak. This will also be an opportunity for the Chair to remind Members how they should indicate that they wish to contribute to the meeting.
4. Attendees to always be 'present' and alert, i.e., they should not be doing other work in the meeting. If they need to leave the meeting to deal with an urgent matter, they must indicate this in the chat bar and return to meeting as soon as possible.
5. Contributions by Members can be made either by direct invitation by the Chair, by indication by the Member to the Chair (if not in the room, using the 'raise hand icon' in MS Teams) or via the 'chat' function in MS Teams. Once attendees have raised a question, they should lower the hand by clicking on

the hand icon again which will be highlighted to let them know that it was previously enabled.

6. Attendees should only talk when taking part in the meeting discussions. Any “non-meeting” discussions will be distracting for the minute taker and may result in important discussions being recorded inaccurately.

CHAT ETIQUETTE

1. Members can read the comments in the chat box; therefore, no comments should be documented that cannot be said out loud during the meeting room setting. For Public Board meetings, this is an open session available to the public therefore ‘not for minuting’ comments should not be made.
2. When contributing, there may be a delay during a live event, therefore it is advisable to allow for this when expecting an answer. Attendees should look directly at the camera and speak a little slower than usual and keeping remarks concise and to the point. The Chair will indicate when to speak. Speaking over others and interrupting during the meeting is not advisable. This will ensure that everyone will have an opportunity to contribute to the meeting.
3. During the meeting, the main screen will be focused on the person who is speaking at the time, which is why it is important to mute microphones when not in use.
4. Attendees should remain seated and remain ‘present’ during the meeting. If someone has to go ‘off screen’, their camera should be turned off.

PRESENTATIONS

The Chair should request presenters/leads be clear whether they wish to receive comments after or during presentations. When presenting PowerPoint slides during a Public Board meeting (Live Event):

- Ensure that the PowerPoint slide set is open on the device.
- A 10 second verbal introduction should be prepared prior to starting the slide presentation (to mitigate any delay).
- Pause before moving to the next slide in the presentation.