



Remote participation for registered public delegations

Upon the completion of your [online request to delegate](#) at a meeting, you will receive an approval email with the link to register as an attendee in Zoom. Please register as soon as you receive the link.

Please ensure that your Zoom username is the name you registered your delegation with. Unknown, anonymous, inappropriate or generic usernames (eg. "user's iPad") will not be granted permission to speak and may be removed from the meeting. If you intend to delegate by phone, kindly advise the clerk in the meeting of your name (as registered) to ensure you are not removed from the meeting.

The following information is provided for your consideration and guidance during remote participation in the meeting:

- ✓ You may use a computer or a phone to participate in the meeting via Zoom.
- ✓ Please ensure that the device you are using is fully charged or plugged in.
- ✓ Join the meeting in sufficient time to perform the Zoom audio check and/or system updates prior to the commencement of the meeting.
- ✓ When you first enter the meeting you will be able to watch the meeting but you will not appear on the screen or be able to speak until the meeting host grants you permission.
- ✓ Once your name is called to speak please turn your camera and sound on to proceed with your delegation.
- ✓ Consider your surroundings for sound quality and, if participating by video ensure your background is appropriate and not near any windows that may cause lighting issues. You may follow the meeting through your zoom connection or on Oakville.ca/live until you are called upon to speak (a separate device is best if you are using a phone). However, you must mute that feed when you are called on to speak, in order to prevent feedback. Please note there may be a 5 - 30 second delay between the live meeting on Oakville.ca and what you see or hear on Zoom.
- ✓ If you join the Zoom meeting using your phone, please do not put the phone on hold at any time, as this may result in broadcasting hold music online once your audio function is unmuted. If that occurs, you will be disconnected from the meeting.



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- To optimize call quality when using a laptop, a headset with a microphone is best if available to you; otherwise, whether using your laptop microphone or cell phone, please speak directly into the receiver.
- If you participate, you will appear and/or be heard on the live stream and on YouTube. These recordings are stored on the Town's website and YouTube channel for members of the public.
- Please do not share the Zoom meeting details with anyone or post through social media. These details are restricted to the members, specifically designated staff, and registered public delegations. All others will be able to watch and listen to the meeting on Oakville.ca or on the Town's YouTube channel.
- Your comments must be directly related to the content of the report(s) to which you are speaking. The members may choose to ask you follow-up questions following your remarks.
- When your delegation is complete and there are no further questions from Council, please exit the Zoom call. You may continue to watch the livestream on Oakville.ca or on YouTube - [Town of Oakville - YouTube](#).

The Town of Oakville cannot be responsible for weak Internet connections that may impact your ability to participate in the meeting. If your connection is lost and cannot be re-established, we will move on with the remainder of the meeting.

If you do lose connection during the meeting and are unable to reconnect, please send your comments to the Town Clerk and it will be distributed to Members of Council and staff through the Council Information Package.

If you are having difficulties or have question, please do not raise your hand, contact townclerk@oakville.ca for assistance.

Thank you for your participation in this meeting.