

Guidelines for iCompass Use During a Crisis

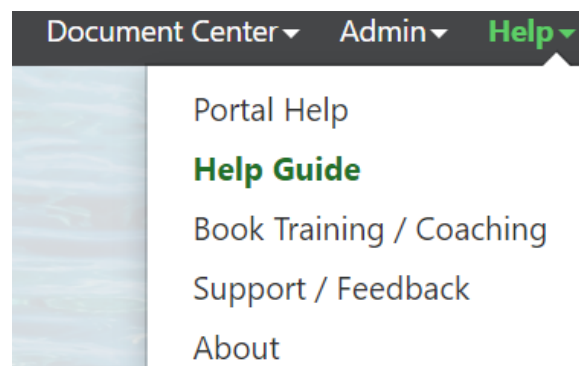
A crisis event that prevents governing bodies from holding live meetings can significantly impact governance continuity. As a company firmly committed to Modern Governance, we understand the substantial disruption that such challenges can present. To help iCompass customers navigate through the uncharted waters presented by the COVID-19 pandemic, we wanted to provide some general guidelines for disseminating information and holding remote meetings during a crisis.

As a cloud-based service, iCompass provides the tools necessary to host your agendas, minutes, documents and records for easy consumption by the public. However, if remote council/board meetings become necessary, live streaming of a council/board meeting will require the use of other technologies in concert with iCompass.

Disclaimer: The information below encompasses general guidelines for use of iCompass and other technologies to host council/board meetings. To ensure compliance with national, state, province or local legal statutes, readers should seek the advice of legal counsel regarding the permissibility of holding remote council/board meetings in their areas prior to employing the guidelines below.

Useful iCompass Features for Sharing and Receiving Information

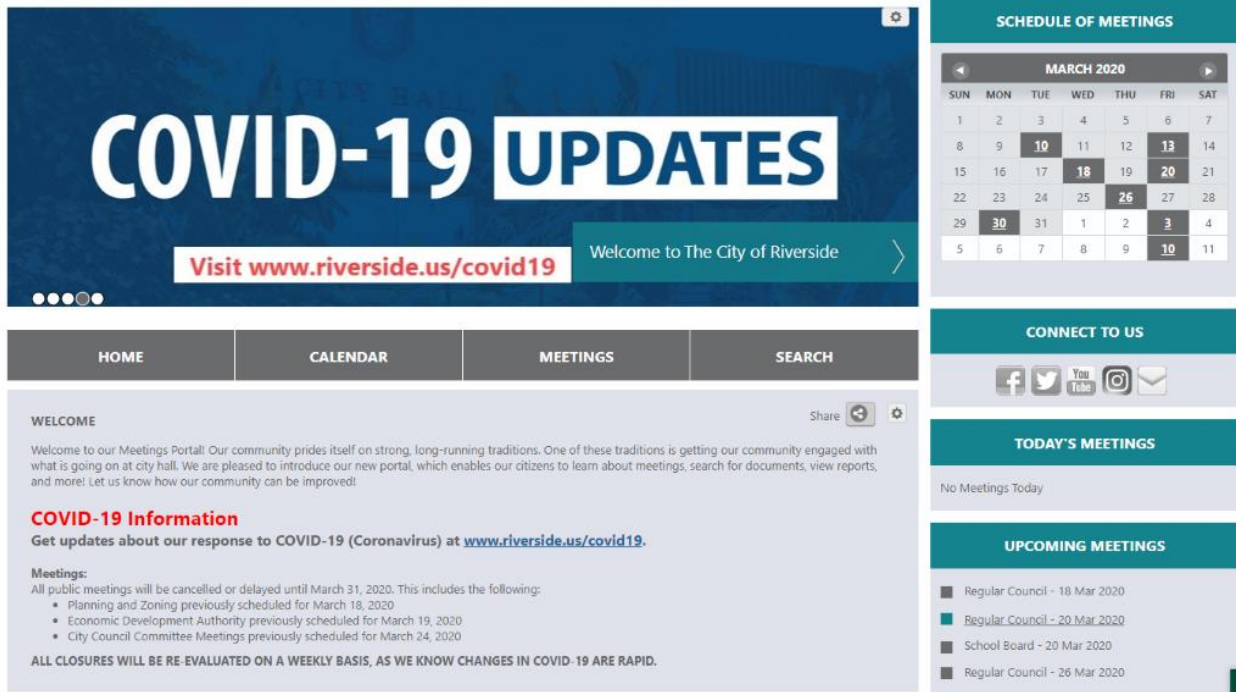
There are several iCompass features that can be useful when disseminating or gathering crisis-related information. A brief description of these features is included below, along with a list of relevant help documents that you may wish to explore. To access the help documents, log in to your iCompass site and in the Header menu choose Help, followed by Help Guide (both in green). The guide related to the page you are on will open automatically and you can use the Contents menu on the left to search other documents or search field to locate specific content quickly.



Updates to Portal content

The Portal can provide the public with quick access to important information that you want them to see when viewing your iCompass site. If using Meeting Manager Pro, you should consider utilizing the Portal to contain important notices or alerts, and then feature the documents to increase their visibility in the following ways:

Update the Portal homepage with Covid-19 information and links to the main webpage for citizen information.



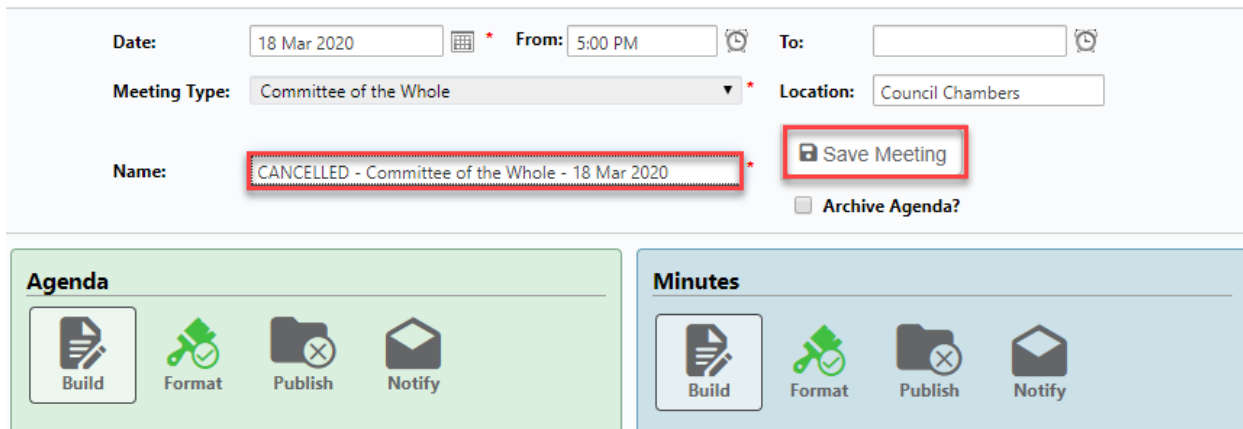
The screenshot shows the City of Riverside Meetings Portal homepage. The main banner features the text "COVID-19 UPDATES" in large white letters on a dark blue background. Below the banner, a navigation bar includes links for HOME, CALENDAR, MEETINGS, and SEARCH. A "WELCOME" section contains a message about the community's traditions and a link to "COVID-19 Information" at www.riverside.us/covid19. A "SCHEDULE OF MEETINGS" sidebar shows a calendar for March 2020 with dates 10, 18, 20, 26, and 30 highlighted. Below the calendar are sections for "CONNECT TO US" (with social media icons), "TODAY'S MEETINGS" (showing "No Meetings Today"), and "UPCOMING MEETINGS" (listing Regular Council meetings on 18, 20, 20, and 26 Mar 2020).

Suggested help documents:

- Portal – Portal Home Page
- Portal – Portal Pages
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Show that meetings are cancelled in the meeting portal

1. Go to Meeting Manager--> Meeting Overview page
2. Update meeting name to reflect cancellation
3. Save



The screenshot shows the Meeting Manager interface. The "Date" field is set to "18 Mar 2020", "From" is "5:00 PM", and "Location" is "Council Chambers". The "Meeting Type" is "Committee of the Whole". The "Name" field contains "CANCELLED - Committee of the Whole - 18 Mar 2020", which is highlighted with a red box. A "Save Meeting" button is also highlighted with a red box. Below the form are two panels: "Agenda" and "Minutes", each with icons for "Build", "Format", "Publish", and "Notify".

Welcome to our Meetings Portal! Our community prides itself on strong, long-running traditions. One of these traditions is getting our community engaged with what is going on at city hall. We are pleased to introduce our new portal, which enables our citizens to learn about meetings, search for documents, view reports, and more! Let us know how our community can be improved!

COVID-19 Information

Get updates about our response to COVID-19 (Coronavirus) at www.riverside.us/covid19.

Meetings:

All public meetings will be cancelled or delayed until March 31, 2020. This includes the following:

- Committee of the Whole previously scheduled for March 18, 2020
- Economic Development Authority previously scheduled for March 19, 2020
- City Council Meeting previously scheduled for March 24, 2020

ALL CLOSURES WILL BE RE-EVALUATED ON A WEEKLY BASIS, AS WE KNOW CHANGES IN COVID-19 ARE RAPID.

TODAY'S MEETINGS

No Meetings Today

UPCOMING MEETINGS

- CANCELLED - Committee of the Whole - 18 Mar 2020
- CANCELLED - Economic Development Authority - 19 Mar 2020
- CANCELLED - Regular Council - 24 Mar 2020

Consider creating a “meeting type” for press releases/public notices.

PRESS RELEASES

Provide notification as to when meetings are rescheduled or cancelled for the boards, commission and committees.

For additional information, please email Ann Womack, City Secretary, or call (302) 227-6181.

- Cancellation of Board of Adjustment Meeting - 23 Mar 2020
- Cancellation of Parks & Shade Tree Commission Meeting - 23 Mar 2020
- Cancellation of Law Oversight Committee Meeting - 18 Mar 2020

PUBLIC NOTICES

Provide notification as to when public hearings are being held for the various boards and commissions.

For additional information, please email Ann Womack, City Secretary, or call (302) 227-6181.

- [Planning Commission Preliminary Review of 408 Scarborough Avenue - 14 Feb 2020](#)
- [Parks & Shade Tree Commission Administrative Appeal Hearing for 46 Kent Street - 27 Jan 2020](#)
- [Lake Avenue Streetscape Phase II Improvements Project - 27 Jan 2020](#)

MAYOR & COMMISSIONERS (REGULAR)

Seven elected officials, a mayor and six commissioners, form the City of Rehoboth Beach Board of Commissioners. The Board sets city policy, passes ordinances and resolutions and raises revenue. The Mayor & Commissioners are

MAYOR & COMMISSIONERS (SPECIAL)

The Mayor & Commissioners meet at the call of the Mayor. Dates and times are determined as necessary.

Suggested help documents:

- Meeting Manager – Create a Meeting Instance
- Meeting Manager Admin – Meeting Types – Access and Create Meeting Types

CANCELLATION OF BOARD OF ADJUSTMENT MEETING - 23 MAR 2020

AGENDA

Print Version

Agenda

Agenda Packet

Board of Adjustment

229 Rehoboth Avenue
 P.O. Box 1163
 Rehoboth Beach, Delaware 19971



City of Rehoboth Beach

Telephone 302-227-6181
 www.cityofrehoboth.com

March 12, 2020

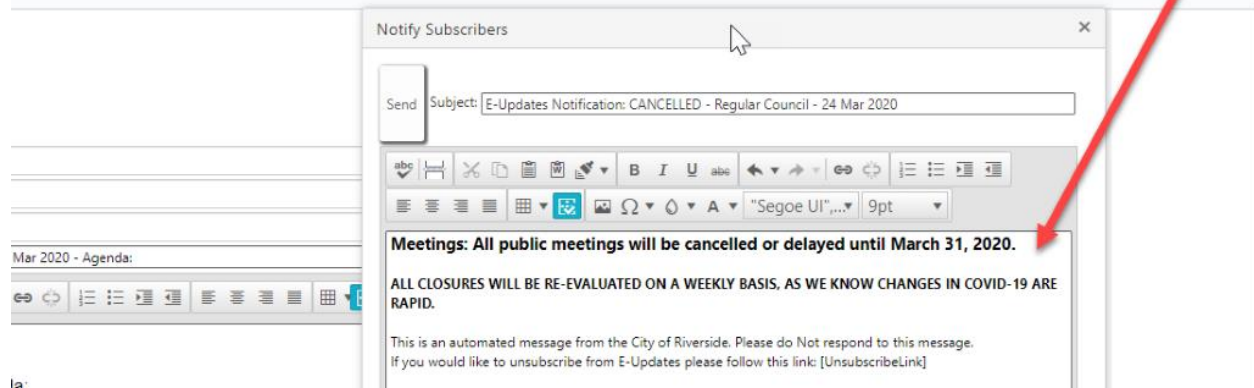
PRESS RELEASE

City Manager Sharon Lynn announced today that the Board of Adjustment Meeting has been cancelled for March 23, 2020. The meeting was cancelled as a precaution due to Coronavirus.

Use E-Updates to send notice to subscribers when meetings are cancelled

Agenda: CANCELLED- Regular Council - 24 Mar 2020

Send e-updates



Notify Subscribers

Send Subject: E-Updates Notification: CANCELLED - Regular Council - 24 Mar 2020

Rich text editor toolbar with options for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and font size (9pt).

Meetings: All public meetings will be cancelled or delayed until March 31, 2020.

ALL CLOSURES WILL BE RE-EVALUATED ON A WEEKLY BASIS, AS WE KNOW CHANGES IN COVID-19 ARE RAPID.

This is an automated message from the City of Riverside. Please do Not respond to this message. If you would like to unsubscribe from E-Updates please follow this link: [UnsubscribeLink]

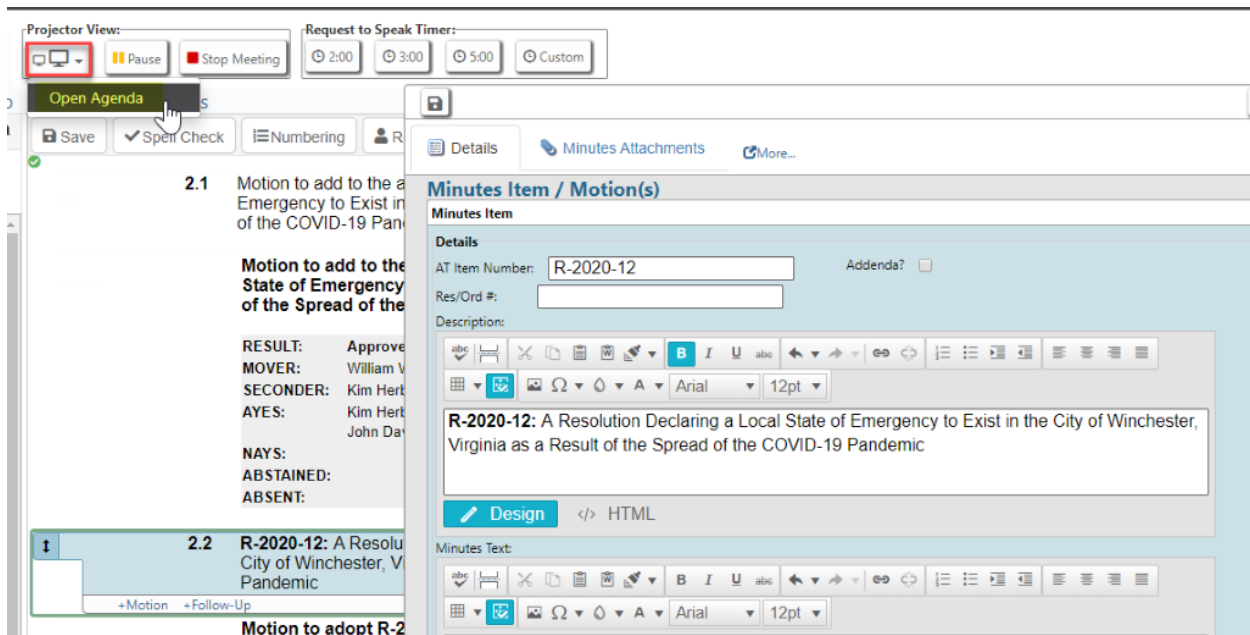
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Suggested help documents:

- Portal - Portal Notifications

Provide a link to the projector view of your agenda to allow citizens to follow along from home.

Note – If you do not have Projector View set up but are interested please contact customers@icompass.tech or your Implementation Specialist.



The screenshot displays the iCompass software interface. At the top, there are controls for 'Projector View' (a dropdown menu with a projector icon highlighted by a red box, 'Pause', and 'Stop Meeting') and 'Request to Speak Timer' (options for 2:00, 3:00, 5:00, and Custom). Below this is a navigation bar with 'Open Agenda' (highlighted with a mouse cursor), 'Save', 'Spell Check', 'Numbering', and 'Details'. The main content area is split into two panes. The left pane shows an agenda item: '2.1 Motion to add to the a Emergency to Exist in of the COVID-19 Pan' and 'Motion to add to the State of Emergency of the Spread of the'. It lists 'RESULT: Approve', 'MOVER: William V', 'SECONDER: Kim Hert', 'AYES: Kim Hert, John Da', 'NAYS:', 'ABSTAINED:', and 'ABSENT:'. Below this is item '2.2 R-2020-12: A Resolu City of Winchester, V Pandemic' with '+Motion' and '+Follow-Up' links. The right pane is titled 'Minutes Item / Motion(s)' and shows a 'Minutes Item' editor. It includes 'Details' (AT Item Number: R-2020-12, Res/Ord #: , Addenda? checkbox), a 'Description' field with a rich text editor containing 'R-2020-12: A Resolution Declaring a Local State of Emergency to Exist in the City of Winchester, Virginia as a Result of the Spread of the COVID-19 Pandemic', and a 'Minutes Text' field with another rich text editor.



AGENDA

City Council Special Meeting

5:00 PM - Tuesday, March 17, 2020
Rouss City Hall Council Chambers

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1. CALL TO ORDER AND ROLL CALL
 2. AGENDA
 - 2.1. Motion to add to the agenda R-2020-12.
 - 2.2. **R-2020-12:** A Resolution Declaring a Local State of Emergency to Exist in the City of Winchester, Virginia as a Result of the Spread of the COVID-19 Pandemic
Presenter: Mary T. Price, Interim City Manager

[Council Action Memo - A Resolution Declaring a Local State of Emergency to Exist in the City of Winchester, Virginia as a Result of the Spread of the - Pdf](#)
 - 2.3. Motion to add to the agenda R-2020-13.
 - 2.4. **R-2020-13:** A Resolution to Direct the City Treasurer and Commissioner of the Revenue to Not Impose Penalties and Interest Upon Certain Local Taxes During the COVID-19 Pandemic
Presenter: Councilor John Willingham

Suggested help documents:

- Meeting Manager – Minutes – Projector View

Using Social Sharing

Social media provides an excellent outlet for sharing important information with the public. You can use the feature to share meetings, agenda items, policies, bylaws or any pertinent Document Center content, including the important public notices or alerts mentioned above. If you do not have links to social media set up but are interested please contact customers@icompassstech.com or your Implementation Specialist.

Sharing can occur using:

- Email
- Google Plus
- Facebook
- Twitter
- LinkedIn

Suggested help documents:

- Document Center – View Document Center
- Portal – Navigate the Portal

Employing Digital Voting

For customers that utilize minutes voting, consider using the Digital Voting feature to allow council/board members to record their own votes in regions where the practice is permissible. We recommend consulting with your legal counsel if you are unsure about the legality of online voting in your region. If you do not utilize voting but are interested please contact customers@icompassstech.com or your Implementation Specialist.

Suggested help documents:

- Minutes – Build the Minutes
- Minutes – Attendance and Voting
- Minutes – Digital Voting

Employing Enterprise Search

The Enterprise Search feature can help inform you on how other organizations are governing through a crisis event. This Document Center feature provides access to an extensive database of public information posted by other iCompass customers by changing the current site location to another regional area. This allows you to search any public facing documents in other areas. You can use the feature to conduct research on important discussions that are occurring during council/board meetings or review relevant policies that other organizations have implemented.

Suggested help document:

- Document Center – Search Document Center

Holding Remote Council/Board Meetings

Where permitted, users can leverage iCompass in conjunction with web conferencing software to host remote council, board or committee meetings. Some recommendations are included below.

1. Choose a web conferencing service that supports live streaming. For example, some web conferencing products have live streaming integrations with YouTube or Facebook Live so that you can have your council/board members log into the web conference, yet allow the public to attend the meeting through the live stream. We recommend publishing information about how to access the live stream on your website, the agenda, or social media sites.

2. Develop standards and protocols, ensuring that phones are silenced, and background noise is minimized. Have council/board members practice proper meeting etiquette to avoid talking over one another, allowing the council/board chair or moderator to recognize speakers and allot speaking time in a manner similar to protocols in an in-person meeting setting. Remind council/board members to speak clearly, be pleasant, and put their audience at ease, especially given that this may be a new and unique experience for many who attend.
3. Prepare the computing devices well in advance, ensuring that they have proper connectivity and that all software and security updates have been run prior to the meeting. Verify that device batteries are functioning properly and that participants have power cords and working headsets, as well as any other components necessary to ensure smooth and reliable device operation.
4. Designate a person to host the meeting and manage the sharing of a computer screen during the session. We suggest that if using minutes, this person should be someone other than the moderator so that she or he can focus on populating relevant content.
5. Determine what you will want to show during the meeting and have it available on the host computer for display through the web conferencing software. For iCompass, either open the **public** version of the agenda in a browser window (take special care to avoid displaying anything confidential), or open and display the Projector View. Use the web conferencing service's share capability to share the browser window during the meeting. The host can also display presentations and attachments as appropriate.
6. Verify that council/board members can make use of devices equipped with cameras during the meeting, and then ensure that the cameras are turned on. Coach council/board members to make sure that their chosen meeting space is as presentable as possible since the background will be on camera.
7. Meet with each council/board member individually prior to the meeting to verify their Internet capacity. Also, take time to assess their comfort level with joining a meeting, enabling their audio, and turning on their cameras. Provide documentation to assist them in utilizing the technology as appropriate. Remind them of proper protocol related to avoiding the use of chat capabilities in the web conferencing software during a live meeting. Instruct them to close all unnecessary software during the meeting to maximize bandwidth and keep distracting notifications from displaying.
8. Record the stream or use the web conferencing software's recording capability to record the meeting, ensuring that the video is saved locally after the meeting has ended so that it can be posted on hosting services like YouTube or Vimeo. Recordings can then be uploaded to the meeting in the Portal by adding external links or to a Portal tile titled E.g. Archived Video

In summary, successful remote meetings are entirely possible with proper preparation and practice. We hope that these guidelines are useful as you consider your options for maintaining continuity during the COVID-19 crisis, and we invite you to contact iCompass technical support at 1-800-260-7409, if you have additional questions.