

Guidelines for BoardDocs Use During a Crisis

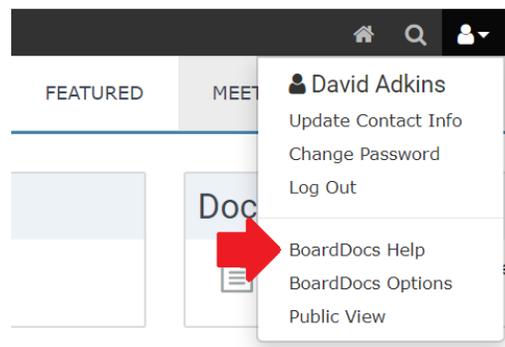
A crisis event that prevents governing bodies from holding live meetings can significantly impact governance continuity. As a company firmly committed to Modern Governance, we understand the substantial disruption that such challenges can present. To help BoardDocs subscribers navigate through the uncharted 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, BoardDocs provides the tools necessary to host your agendas, policies, and library documents for easy consumption by the public. However, if remote board meetings become necessary, live simulcasting of a board meeting will require the use of other technologies in concert with BoardDocs.

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

Useful BoardDocs Features for Sharing and Receiving Information

There are several BoardDocs 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 BoardDocs site, open the Header menu, and choose BoardDocs Help. Once displayed, you can browse to the specific topics listed, or use the search field to navigate to them quickly.



Featuring Meetings and Documents

Featuring meetings, policies, and library documents (BoardDocs Pro) can provide the public with quick access to important information that you want them to see when viewing your BoardDocs site. If using BoardDocs Pro, you should consider employing the library to store important notices or alerts, and then feature the documents to increase their visibility.

Suggested help documents:

- Using the Packet
- Featured Meetings
- Featured Policies
- Featured Library Items

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, or library documents, including the important public notices or alerts mentioned above.

Suggested help documents:

- Social Sharing – Twitter Checkbox
- Social Sharing – Facebook Checkbox
- Social Sharing – Email Checkbox
- Social Sharing – URL Checkbox
- Social Sharing
- Sharing to Twitter
- Sharing to Facebook
- Sharing by Email
- Capturing the URL

Employing Online Voting

For BoardDocs Pro subscribers, consider using the Online Voting feature to allow 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.

Suggested help documents:

- Voting Menu
- Recording Online Votes
- Removing Votes

Employing META Search

The META Search feature can help inform you on how other organizations are governing through a crisis event. The feature provides access to an extensive database of public information posted by other BoardDocs subscribers. You can use the feature to conduct research on important discussions that are occurring during board meetings or review relevant policies that other organizations have implemented.

Suggested help document:

- Performing META Searches

Using Meeting Video

The Meeting Video feature allows you to manage the synchronization of your recorded meeting video with your BoardDocs agendas. Sharing your meeting video can be especially important during times of crisis given that members of the public may be unable to attend the meeting live or may have difficulty attending remotely. Leveraging these important capabilities can help ensure needed transparency during a period of disruption to normal meeting routines.

Suggested help documents:

- Meeting Video Menu
- Video Overview
- Adding Video
- Viewing Video

Holding Remote Board Meetings

Where permitted, users can leverage BoardDocs in conjunction with web conferencing software to host remote 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 such as Zoom have live streaming integrations with YouTube or Facebook Live so that you can have your 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 board members practice proper meeting etiquette to avoid talking over one another, allowing the board chair or moderator to recognize speakers and allot speaking time in a manner similar to protocols in an in-person meeting setting. Remind 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 BoardDocs Pro, this person should be someone other than

the moderator so that she or he can focus on running the Meeting Control Panel.

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 BoardDocs, 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 Scoreboard if using BoardDocs Pro. 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 board members can make use of devices equipped with cameras during the meeting, and then ensure that the cameras are turned on. Coach 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 board member individually prior to the board 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 and synchronized with the BoardDocs meeting agenda.

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 BoardDocs technical support at 800-407-0141, Option 1, if you have additional questions.