



DELEGATION TIP SHEET

NOTE: THIS DELEGATION TIP SHEET IS DESIGNED TO PROVIDE THE PUBLIC WITH AN OUTLINE OF THE GENERAL FORMAT OF DELEGATION PROCEEDINGS DURING MEETINGS HELD WITH REMOTE PARTICIPATION. THIS USE OF TECHNOLOGY IS AUTHORIZED BY THE MUNICIPAL EMERGENCY ACT, 2020, S.O. 2020, C. 4 - BILL 187, ALONG WITH THE NECESSARY AMENDMENTS TO THE CITY OF CAMBRIDGE PROCEDURE BY-LAW 15-18.

REGISTRATION OF DELEGATIONS

Council Agendas are posted to the City website in advance of scheduled meetings and members of the public are permitted to submit requests to delegate on items listed on the agenda prior to the 12:00 noon on the day before the meeting. If the meeting is on a Monday, requests to delegate shall be submitted by noon on the Friday before the meeting.

An electronic Council meeting may not permit in-person delegations, but will permit electronic submissions received in advance of the meeting. These requests are reviewed by the City Clerk/designate prior to being listed on an Agenda and will also be provided to members of Council in advance of the meeting.

Requests to delegate shall be made by way of electronic submission, via the Online Registration Form or by contacting the City Clerk's Office at clerks@cambridge.ca prior to the submission deadline. A phone number, name and information regarding the matter you are speaking to is required to ensure registration for all delegations.

Delegates will participate in electronic meeting via telephone through the online video conference technology.

Delegates may:

- Submit written correspondence (by email) and not attend virtually to speak at the meeting;
- Register to speak via telephone and attend virtually at the meeting. Registration can be completed online through the [Delegation Request Form](#), or by contacting the City Clerk's Office at clerks@cambridge.ca.
- Call to speak to a specific Statutory Public Meeting item and attend virtually at a meeting (See following section)

REGISTERING TO SPEAK AT A STATUTORY PUBLIC MEETING

Registration for delegating at a Public Meeting is not required but acceptable. Requests to delegate shall be made by way of electronic submission, via the online [Delegation Request Form](#) or by contacting the Clerks Department at clerks@cambridge.ca by noon the day before the Public Meeting.

If you wish to speak at a public meeting held under the provisions of provincial legislation, such as the *Planning Act*, R.S.O. 1990, c. P.13, as amended, you are not required to register in advance of the meeting but you may do so.

In addition to the online registration process, members of the public may contact the City Clerk's Office via telephone during the Public Meeting, and indicate that they wish to delegate. The request must be received before the final call by the Chair before the close of the Public Meeting.

The number for delegations to contact the City Clerk's Office to speak during a Statutory Public Meeting is:

519-740-4680 Extension: 4799

All delegates who attempt to register via telephone but do not reach a live person when calling will receive a call back as soon as is possible with verbal instructions regarding electronic participation.

Once the City Clerk's office receives the Delegation Request Form from a delegation or calls to speak at a Statutory Public Meeting, the City Clerk's office will outline next steps which are:

1. Inform the delegate of their current place in the queue;
2. Note that the delegate should anticipate that the call may come from an out-of-country location, such as New York, due to the features of the video conferencing technology.
3. Note that the caller will hear the following message when receiving the call out:
"Hello": Welcome to Zoom, please press 1 to join the meeting.
4. The delegate will press "1" and be placed in the meeting waiting room. They will then hear "You have been put on hold by the host. You cannot list or listen until the host releases the hold." On-hold music will play while the delegate waits;
5. When the on-hold music stops, please wait for the meeting host to introduce and welcome you to the meeting.

DURING THE MEETING

On the day of the meeting, all registered delegates should log into the [Live Stream](#) of the meeting in advance of the meeting start time, and be prepared to mute their Live Stream audio when staff make contact via telephone to have them enter the meeting and complete their delegation, following the delegation and any questions from Council, delegates may resume watching the Live Stream on YouTube. A link to the City of Cambridge YouTube is below:

[City of Cambridge YouTube](#)

The City Clerk/designate will contact delegations using the call out feature and permit them entry to the electronic meeting.

Delegates will be called upon for the item they are speaking to in the order they appear on the agenda, or the order of when they registered or called in.

If no answer is received on the first call attempt, a second call attempt will be made, a third attempt will be made once all other registered delegates have been called.

The delegate shall be advised once their delegation time has expired.

Once the delegate has been thanked by the Chair, Further questions may be asked by Members of Council, following questions the call with the delegate will be ended and the delegate may continue watching the live stream on YouTube.

HELPFUL HINTS

All rules in the Procedure By-law with respect to delegations shall apply to remote delegations.

If delegations wish to use written materials or a presentation, these materials shall be provided to the Clerk's office by 9:00 a.m. the day of the meeting. Materials may not be accepted beyond this deadline.

The Chair or the City Clerk/designate may indicate when the delegate has one-minute left to complete their delegation.

Delegates should try to locate themselves in an area with minimal background noise to ensure they are heard properly. Using a headset will provide better quality than a speaker phone. A land-line will provide a better connection than a cell phone or Internet-based phone.

While we will make every attempt to bring delegates into the meeting in a timely fashion, we cannot guarantee times for when the delegate will be brought into the meeting.

Delegates are to conduct themselves in accordance with the City of Cambridge Code of Conduct of Public Meetings. The Mayor/Chair may cause to be expelled and excluded any member of the public who creates any disturbance or acts improperly during a meeting of Council.