



March 7, 2022

RE: Delta Hospice Society  
Annual General Meeting  
March 26, 2022

Dear Delta Hospice Society Member,

Enclosed are instructions on how to participate in the Delta Hospice Society Annual General Meeting (AGM) taking place on March 26 at 11:00 AM PST.

You will be able to participate in the meeting in one of two ways – via video conference or on the phone.

We recommend that you participate via video conference if possible. (If you will be unable to participate via video conference, please see the phone instructions below.)

**Please do not attempt to participate from both video and phone, or switch between modes during the meeting. The system does not permit attendance from two separate devices and attempting to, or switching devices, may cause issues that could limit your ability to participate and vote.**

## VIDEO ATTENDANCE

You received a link in an email from [no-reply@converso.co](mailto:no-reply@converso.co) that provided the link to this letter and the 66-page AGM meeting notice package. The meeting link in that email is your unique, encrypted link that will permit you to attend the AGM. Do not share this link – only you will be able to use it.

Please check your spam folder if you do not see it in your inbox.

**If there is more than one member with the same email address, you will receive one email for each member with that member's unique link. Please ensure that you forward that email to the correct person. Each member will have to login using their unique link to participate in the meeting.**

## DO NOT SHARE LINKS.

Starting at around 10:45am Pacific Time on Sat., Mar. 26, 2022, you will be able to click the link and login to the meeting. We will be sending a link reminder a couple of hours before the meeting's start time.



There is no software to download – the system uses your web browser.

If you arrive before the meeting has started, you will see an hourglass rotating with the message, “The meeting has not started yet.”

Once the meeting begins:

- You will **see the chair and other speakers** in the video stream.
- At that time you, will be able to **click the ‘Raise Hand’ button** should you desire to speak.
- You will be **routed to an operator** who will confirm your name and enter your comment or question into the system. **If you have not granted your browser permission** for the system to use your camera and mic, you will need to do that before you can be seen and heard by the operator. (We will send out instructions how to approve your browser.)
- When you are next to speak, you will be **transferred to the Main Meeting room**. It will take a couple of seconds for this to occur. Your video and mic will then be activated by our producer. **Please wait patiently until you are introduced before speaking.**
- Once you have made your comments, you will be transferred back to the Broadcast Room automatically and your mic and camera will be turned off.

Converso will be sending out another email with a link to simple, user friendly technical information that will ensure you can fully participate on Mar. 26. Please expect to receive that email the week of March 14.

## PHONE ATTENDANCE

Starting at 10:45am Pacific time, you will be able to call in to the conference line. Please call:

- 1-877-274-0529

Once connected, enter this code:

- 20 #

If your number is recognized from the information on the Society membership list, you will be transferred to the meeting automatically.

**If your number is NOT recognized by the system:**

- You will be transferred to the meeting as an ‘Anonymous User’.
- You will need to wait for your membership to be verified by an operator to participate in the meeting.



- Once verified, you will be able to participate and vote. You will be able to listen to the meeting while you are waiting to be verified.

**Once in the meeting:**

- To ask a question or make a comment, **Raise Your Hand by pressing \* [star]** on your phone's keypad. Press \* again to lower your hand, if you so choose.
- When you raise your hand, you will be transferred to an operator who will take down your question or comment and put you in line to speak.
- When it is your turn to speak, you will hear a notice that says, *'You are now in the main conference room. You can speak with the moderator when you are introduced.'*
- You will be automatically transferred back to the broadcast room when you have made your comment or asked your question. You will then hear a message that says, *'You are now in the broadcast room.'*

**When it comes time to vote:**

- The vote question will be read aloud twice by the moderator. Press the number on your keypad that corresponds to your desired response.
- The system will then ask you to confirm your vote by pressing #.
- **You can change your vote before you press #** by selecting another key that has an option assigned.
- Once you have pressed #, you will be listening to the conference again.

\*\*Please note that you cannot vote when you are speaking with the moderator.

If you experience any issues with accessing the meeting, please telephone 1-800-559-7457 and leave a message or email [support@converso.co](mailto:support@converso.co) and Converso Support will get back to you.

Thank you,

Converso