

## **CONFERENCE CALL GUIDELINES**

**Prevention and Early Intervention Regulations  
Implementation Project: Access and Linkage Requirements and  
Measurement of Duration of Untreated Mental Illness  
Subcommittee and Advisory Workgroup  
February 23 & 24th**

- 1. PLEASE HAVE MEETING MATERIALS IN FRONT OF YOU FOR THE CALL:**
  - a. Agenda
  - b. Copy of these Guidelines
  
- 2. USE A LAND LINE IF AT ALL POSSIBLE:** We will be able to hear you much better on a land line than on a cell phone or through a computer connection.
  
- 3. MUTE PHONE WHEN NOT SPEAKING:** Otherwise background noises interfere with others' ability to hear the conversation.
  
- 4. TROUBLE HEARING?** Please don't be shy about telling us you are having problems hearing. The best way to signal trouble is to hit the pound key on your phone two times. We might be able to do something on our end to fix it. Using a cell phone can cause interference.
  
- 5. DON'T PUT US ON HOLD:** It is a conference call nightmare if music or other recorded messages occur when put on hold. Some systems put out continuous beeps to caller when on hold.
  
- 6. SPEAK CLEARLY AND WITH A STRONG VOICE:** Sometimes the phone lines do not do a good job of relaying your voice.
  
- 7. GET ON SPEAKERS LIST:** Since we are on a conference call, please speak up when you would like to get on the speakers list. The facilitator will keep an accurate list of speakers and individuals' turn on the list.
  
- 8. THREADED DISCUSSIONS:** Occasionally, it may be necessary to temporarily "suspend" the existing speakers' list, if the group hits a particular sub-topic that requires a more intensive discussion. At that time, another speakers list will be created, but only for that sub-topic.
  
- 9. PHONE LINE DISCONNECTED OR TROUBLED?** Hang up and call back in. Be patient as we may need to do a fix on our end that might take several minutes.

### **AND REMEMBER.....**

**COURTESY:** Use common conversational courtesy. Listen & disagree respectfully.

**HONOR TIME, STAY ON AGENDA:** We have lots of material to cover.