

## **Town of Brookfield**

### **Guidelines for Hosting Remote Meetings for ADA Accommodation Requests**

#### **PURPOSE AND SCOPE**

The purpose of this document is to (1) outline the requirements for hosting a remote meeting and (2) allow individuals designated as remote meeting hosts to fulfill The Americans with Disabilities Act (ADA) accommodation requests for remote meeting attendance.

#### **RESPONSIBILITIES**

The Chair of the board or committee shall fulfill or delegate the duties of the remote meeting host.

#### **TECHNICAL ASSISTANCE**

If technical issues are encountered while hosting a remote meeting, please contact the Brookfield IT Director, Jacob Gorham, by texting or calling (508) 344-5208.

#### **RECEIVING AN ADA ACCOMMODATION REQUEST**

When the town receives an ADA accommodation request for remote meeting attendance, the IT Director shall schedule the Microsoft Teams meeting. The IT Director shall send the meeting invite link to all remote attendees, the Chair, and the the remote meeting host. The remote meeting host shall be responsible for ensuring this meeting is hosted for remote attendees.

#### **HOSTING AN ADA ACCOMMODATION REQUEST**

Public bodies shall grant remote attendees the same opportunities to observe and participate in the meeting as in-person attendees.

The designated remote meeting host must observe the Microsoft Teams chat for messages and raised hands to allow remote participants to communicate streaming issues and provide public comment as permitted. The designated remote meeting host

can join the Teams meeting through their phone or other device to monitor these actions.

Public bodies must provide real-time access for remote attendees. If the Teams meeting is interrupted due to a technical issue on the public body's end, suspend the meeting and correct the issue. The meeting can resume once the technical issue has been resolved. If the issue cannot be resolved quickly, the meeting must be adjourned and rescheduled.

Remote participants do not have to be seen or heard if they do not want to be. When in doubt whether there is a technical issue or if the remote attendee is intentionally not using a microphone or camera, please communicate with the remote attendees through Teams chat.

## **PROCEDURES FOR HOSTING A REMOTE MEETING**

Documentation for hosting remote meetings will be made available to public bodies through the town website at <https://www.brookfieldma.us/remote-meeting-guidelines-and-procedures/>. Please contact the IT Director by emailing [technology@brookfieldma.us](mailto:technology@brookfieldma.us) or [communications@brookfieldma.us](mailto:communications@brookfieldma.us) for assistance with documentation and requesting training.