

Public Input into Pandemic Planning

Deliberating trade-offs in COVID-19 policy making

Community Conversation Guide

May 2020
British Columbia

This booklet was prepared by the
BC Data Deliberation research team:

Colene Bentley
Michael Burgess
Janet Kalesnikoff
Kimberlyn McGrail
Kate Milberry
Kieran O'Doherty
Stuart Peacock

Vancouver, British Columbia, Canada

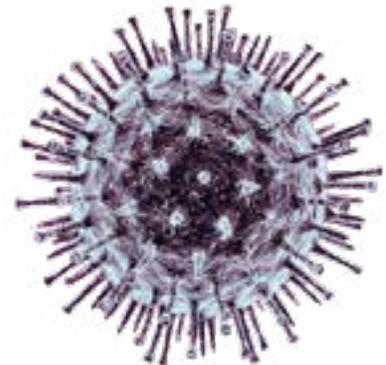


Table of contents

1. Preparing for your *Community Conversation* 3

First things first

One day before

2. Quick and easy guide to Zoom 5

What you need

Getting started with Zoom

Schedule your Zoom meeting and invite participants

Before you begin your *Community Conversation*

Your *Community Conversation*

3. Deliberation guidelines 8

4. Agenda overview 9

Next 20 minutes

Host instructions

Next 55 minutes

Last 5 minutes

1. Preparing for your *Community Conversation*

We are hosting online public deliberations so we can meaningfully contribute to policy discussion and formation happening right now regarding BC's response to the COVID-19 pandemic. **You can participate by hosting your own *Community Conversation with friends and family*.** You may of course hold a conversation in any way you choose, but the following helps structure the discussion and build a report to submit for consideration as policy advice.

Use this Guide along with the [Deliberation Questions](#). Choose one or more question that your group wants to deliberate. You choose what you want to provide advice on! Use the [Report Back Template](#) to record your deliberation and to assist you in your [Online Report Back](#).

First things first

- Put your group together—we suggest 4 to 10 people. Call or email them to canvass their interest in participating in a deliberation about provincial COVID-19 policy, and see what dates and times they are available. We recommend 90 minutes for the deliberation. You can use [Doodle](#) to poll people's availability.
- Confirm that your group members have internet access and a computer, laptop, tablet, or smart phone with speakers, microphone, and camera, which they will need to participate in the online deliberation.
- While this Guide is in English, we encourage people to host their *Community Conversations* in the language of their choice! To have your feedback integrated into our policy recommendations, however, all [Online Report Backs](#) must be in English.
- While your *Community Conversation* can take place at any time in the coming days, for your group's input to be considered in the large group deliberation you will need to enter your group's feedback in your [Online Report Back](#) by **May 29, 2020**. We will accept additional feedback until May 31, 2020, for inclusion in the report to decision-makers.

One day before

- Appoint one facilitator or **Host** and one **Notetaker**. There are specific tasks for each role outlined in this Guide.
- The **Host** is responsible for setting up the group in advance. During the deliberation, this role facilitates the group's discussion using the agenda. The **Host** also sets up the online deliberation via Zoom or any video conferencing platform of your choice. Facilitation instructions are included in this Guide.
- The **Notetaker** is responsible for reporting the group's discussion during the deliberation by filling in the [Report Back Template](#). At the end of your deliberation, submit your [Online Report Back](#).
- [Sign up for a free Zoom account](#) or other videoconferencing platform (e.g. Skype) and schedule your meeting. Zoom instructions are included in this Guide.
- Send an email to all group members, asking them to read the [Community Conversation Kit](#). This is to ensure your group makes the best use of time in deliberating about the question. Be sure to include:
 - › Date and time of your deliberation
 - › Links to Community Conversation Kit material
<http://chspr.ubc.ca/covid19/community-conversation-kit/>
 - › Link to Zoom meeting (see Zoom instructions on the next page)
- Ensure you have a watch, clock or timer to help the group follow the agenda and timeline, since the session will go quickly! The **Notetaker** can give a 10-minute warning to alert participants that the session is coming to a close.



Remember: You are not expected to be an expert on COVID-19! Your own life experiences and keeping an open mind are what's important!

2. Quick and easy guide to Zoom

To host a virtual *Community Conversation* with family, friends or neighbours, you can use Zoom, a free, secure and user-friendly video conferencing platform.



Note: You can host your *Community Conversation* via any online platform you prefer, e.g. Google Hangouts, Facebook Messenger, Skype or another videoconferencing tool. You can also host an in-person event—following all provincial [health orders and recommendations](#), including physical distancing.

What you need

- Computer, laptop, tablet, or smartphone with speakers, microphone, and camera
- An Internet connection
- Earbuds or headset (recommended)
- The email addresses of all participants (we suggest a maximum of 10 people per group, including the **Host**)



Note: Participants do not need a Zoom account to participate if they are invited to a session.

Getting started with Zoom

- [Click here](#) for a helpful Quick Start Guide
- [Click here](#) to watch a short how-to video
- Sign up for a free Zoom account
 - › [Watch this two minute video](#)
 - › Visit <https://zoom.us/freesignup>
 - › Follow the prompts to create an account
 - › Memorize or safely store your username and password
- Run a test meeting. To familiarize yourself with the platform, [test your video and audio here](#).

Schedule your Zoom meeting and invite participants

- Canvass your participants to agree on a date and time. [Doodle](#) is a good free resource to do this.
- Login to your Zoom account and schedule your meeting from the **Meetings** tab. Ensure that the Zoom default setting “allow participants to join before host” is on so that no one has to admit participants to the session. Click “copy the invitation” from within the meeting you just scheduled.
 - › Open up your email account and start a new email
 - › Paste the invitation into the body of your email
 - › **Be sure to copy and include this text:** For a one minute video on how to join a Zoom meeting click: <https://bit.ly/2zhObAG>
 - › **Copy and paste these links to background materials** and encourage your participants to read them **before** your *Community Conversation*:
 - How do I use Zoom?
<http://chspr.ubc.ca/covid19/how-do-i-use-zoom/>
 - What is Public Deliberation?
<http://chspr.ubc.ca/covid19/what-is-deliberation/>
 - Background Information Booklet (essential preparation materials)
<http://chspr.ubc.ca/files/2020/05/Background-Information-Booklet.pdf>
 - Deliberation Questions (choose what to deliberate about)
<http://chspr.ubc.ca/covid19/deliberation-questions/>
 - › Add participants’ email addresses in the “To” field.
 - › After double-checking your email, click “Send.”



Privacy note: Please be aware that Zoom stores your name and information regarding your use on their site on their servers, which are located outside of Canada. If you would feel more comfortable, use a nickname when joining a Zoom meeting.

Before you begin your *Community Conversation*

- Login to your Zoom account **30 minutes before meeting** to allow ample time for set up and testing.
- If you have a headset or earbuds, ensure they are plugged in to your device. This will enable an overall better experience.
- Ensure your device is fully charged or plugged in.
- Set up in a quiet place where you won't be interrupted; let any housemates know that you will be in a meeting for 90 minutes.
- Consider background—what parts of your home are viewable? Find a neutral background if possible; make sure you have ample lighting in the room so your face is not dark—an overhead light plus a desk lamp works well.
- Position camera at eye level; make as much eye contact when speaking as possible.
- Test your audio and video when prompted by Zoom.

Your *Community Conversation*

- Start the meeting from your **Meetings** tab.
- **Mute** your audio when you are not speaking (bottom left); ask participants to do the same. Remember to unmute yourself when you want to speak.
- Use the Agenda on page 9 of this Guide to guide discussion and stay on time.
- Be aware of the time! When you reach 90 minutes, thank all participants and click **Leave Meeting** (bottom right).

Privacy tips

- Use the automatically generated Zoom ID when you schedule the meeting.
- **Do not share** your Zoom meeting link with anyone not scheduled to attend.
- **Lock the meeting** after all participants have arrived, using the **Manage Participants** option at the bottom of the Zoom meeting window. This prevents uninvited people from crashing the meeting.



Remember: When you are done, please submit your [Online Report Back](#). This will enable our research team to include your feedback and recommendations along with those from other sessions.

3. Deliberation guidelines

Your group members may already know one another, but there may also be varying perspectives and viewpoints in the group. It is important to listen respectfully and try to understand these differences while you deliberate. Not everyone will agree with each other, but everyone should strive to find common ground.

Your group, and all British Columbians, are asking: how can we start to ease the restrictions imposed by COVID-19 in a way that is socially acceptable? There are several good answers, but each makes different trade-offs. In light of this, think about what guidance your group wants to give to decision-makers.

As you deliberate and vote on recommendations, consider the following questions:

- What is a socially acceptable way forward?
- What can we all live with, while respecting our differences?
- How can we live together?

The following are guidelines for respectful deliberation. All members of the group are asked to:

- Keep an open mind
- Cell phones off, please—unless using them to join the Zoom session
- Participate in respectful deliberation
- Listen to others
- Try not to interrupt or talk over one another
- Ask each other for clarification, to understand where others are coming from
- Remember to **explain your reasons** to the group

4. Agenda overview

The agenda overview below provides a quick summary of what you and your group can expect for your 90 minute session.

10 minutes	Welcome and brief overview General topic of deliberation: The use of contact tracing apps to enable greater freedom of movement
20 minutes	Introductions, and hopes and concerns about using contact tracing apps to enable greater freedom of movement
55 minutes	Deliberate on at least one question from the Deliberation Questions document
5 minutes	Thanks and next steps

First 10 minutes

Welcome and brief overview

Host instructions

Please review the following items with your group:

- Welcome and thank participants for coming.
- Purpose of the session—please read this aloud to the group:



Remember:
Each session will go quickly, so be mindful of the clock!

The purpose of these Community Conversations is to help British Columbians have meaningful input on how best to respond to the COVID-19 pandemic. As the provincial government begins easing the social restrictions imposed by the pandemic, public input is important. That is why we are here: to provide input on how best to ease the restrictions. There is no one right way to do this. As a society, we will have to make trade-offs.

People in this group may have different perspectives on how to ease restrictions. In our deliberation, it is important that we listen respectfully to each other. Please state the

reasons for your views, so we can better understand where each of us is coming from. While not everyone will agree with each other, the goal is to try hard to find common ground. In light of this, think about what guidance we want to give decision-makers in British Columbia.

- Next, briefly go over the Agenda and read the question(s) your group has selected to deliberate on. Remind the group the session is 90 minutes, which will go quickly.

Notetaker instructions

- Open the [Report Back Template](#) for the question(s) your group will deliberate on, so you are prepared to take notes for your group. The Template will instruct you when to write down information from your group. The Template will be the record of your group's deliberation.

Next 20 minutes

Introductions, and hopes and concerns about using contact tracing apps to enable greater freedom of movement

Host instructions

- Read aloud the general topic of deliberation, which is the use of contact tracing apps to enable greater freedom of movement.
- Deliberating on your group's chosen question(s) will come in the next session.
- Now, go around the "room" and ask each participant to briefly introduce themselves (if you don't know one another).
- As each person introduces themselves, ask them: "What makes you hopeful OR concerned about the use of contact tracing apps to enable greater freedom of movement, and why?"
- As you go along, point out when one thing has to give way to get another. For example, strong privacy protection might be less helpful in protecting people from COVID-19.

Notetaker instructions

- In point form, record participants' hopes and concerns directly into the Report Back Template. Use these notes to submit your [Online Report Back](#) at the conclusion of your deliberation.



Remember: Your deliberation will go quickly—people will have a lot to say, which is good! Try to be mindful of the time, without rushing people too much.

This session can be conducted in Gallery View in Zoom so that participants can see one another easily as they describe their hopes and concerns about using contact tracing apps, and the reasons behind their hopes and concerns.

The **Notetaker** will write down everyone's hopes and concerns in the Report Back Template as you go along.

Next 55 minutes

Deliberate on at least one question from the [Deliberation Questions](#) document

Host instructions

- Explain that it is time to move to the recommendation stage. Your group has chosen at least one deliberation question. Remind participants that decision-makers value your group's input.
- Read your deliberation question and options aloud to participants. Next, ask participants if they support option A, B, C etc, and why. Ask them to elaborate on their reasons—for instance, what part of the option was most important to them and why? **Draw out reasons and areas of convergence/commonalities across viewpoints. This is the substance of your deliberation.**

- As you deliberate, ask everyone to consider what option they think is the socially acceptable choice for British Columbians (e.g. not their personal preference). Ask them to consider:
 - › What can we all live with, in light of our deliberation and everyone's reasons?
 - › How can we live together?
- Now it's time to vote on which option your group would recommend to decision-makers. Take a vote and count how many in your group support option A, option B, option C, etc. Relay the vote counts to the **Notetaker** to enter into the Report Back Template.
- After the vote, ask those who voted in support of option A to explain their reasons for supporting it. Do the same for options B, C, etc. The **Notetaker** will then record the reasons for and against each option in the Report Back Template.
- Follow the same process for any other deliberation questions you've chosen for your session.

Notetaker instructions

- You can continue to use Gallery View in this session, since it's important that people see each other as they deliberate. You can always switch to the Share Screen function and show the Report Back Template if people need to see the policy question and options.
- For this session, you don't have to record anything until it's time for your group to vote on the policy options.
- When your group votes on which option they would recommend to decision-makers, write down how many people voted in support of option A, option B, option C, etc. in the Report Back Template.
- Next, the **Host** will ask each person to explain their reasons for supporting the option they did. Record the reasons for and against in the Report Back Template. You will use this information later to enter your group's feedback in the [Online Report Back](#).
- Record the reasons in point form only.
- Follow the same process for any other questions your group has chosen.



Remember: Each session will go quickly and people will have a lot to say, which is good! Try to identify common views and trade-offs.

You can continue in Gallery View in Zoom.

If people need to see the policy question and options, the **Notetaker** can activate the Share Screen function in Zoom to show the Report Back Template. The template has the questions and options.

If you like, you can also activate the Side-by-Side function (top middle of your screen) so you can see the other participants and the question.

After considering your deliberation question, your group may wish to deliberate on a second or third question. Make sure there's time to discuss the question, vote, and give reasons, without seeming to rush.

Last 5 minutes

Thanks and next steps

Host instructions

- Thank participants. Remind them that decision-makers value their input.
- Explain that a summary of all *Community Conversations* will be posted at <http://chspr.ubc.ca/covid19/> in early June 2020.
- End the meeting by clicking **End Meeting** (bottom right).

Notetaker instructions

- Use the Report Back Template to enter your feedback. This can be done in consultation with the **Host**, if needed. Once the deliberation is over, submit your [Online Report Back](#) by **May 29, 2020** (for consideration in large group deliberations) or May 31, 2020 (for inclusion in the report to decision-makers).

Please visit <http://chspr.ubc.ca/covid19/> for the full report, including the outcome of the *Community Conversations* as well as the facilitated small and large group deliberations. The report will be made available to government and public health leaders and decision-makers.