The Board of Supervisors met on 3/20/2020 at 10:00 a.m. in the Story County Administration Building. Members present: Linda Murken, Lisa Heddens and Lauris Olson, with Murken presiding. (all audio of meetings available at storycountyiowa.gov). Tested to see if the conference phones are working. Murken read the special note to the public: due to recommendations to limit gatherings to no more than ten (10) people in order to help slow the spread of the COVID-19 virus, public access to the meeting will be provided via conference call.

ADOPTION OF AGENDA – Murken asked to move item #8 following item #4. Heddens moved, Olson seconded adopting the agenda with noted change. Motion carried unanimously (MCU) on a roll call vote.

STATEMENT OF NECESSITY OF SPECIAL MEETING PER CODE OF IOWA §21.4.2(b) – Murken reported on relevant sections of the Code of Iowa. The County did give 24-hour notice for this meeting, however, some technical issues were not listed on the posted agenda but will be present for future meetings.

STATEMENT EXPLAINING WHY A MEETING IN PERSON IS IMPOSSIBLE OR IMPRACTICAL, PER CODE OF IOWA §21.8.1 – In order to slow community spread of COVID-19, no more than ten people can attend a Board meeting; anyone may join via conference call.

TEMPORARY EMPLOYMENT POLICY AND PROCEDURES FOR COVID-19 – Noelle McLathie, Human Resources Generalist, reported on a temporary employment policy and procedures; she noted changes made to the initial temporary policy submitted to the Board. McLatchie reported on federal rules for childcare and telework. Ethan Anderson, Assistant County Attorney, reported on regulations from the federal Occupational Safety and Health Administration (OSHA); the County is following federal recommendations. Discussion took place. Anderson stated temporary policy is a work in progress; it can be changed as recommendations evolve. Heddens reported on guidelines from the National Association of Counties (NACo). Additional discussion took place. Olson moved, Heddens seconded the approval of the Temporary Employment Policy and Procedures for COVID-19 as presented and announced at the Board table. Roll call vote. (MCU) Murken directed staff to disseminate the updated policy. Additional discussion took place.

UPDATES ON COVID-19 – Ted Rasmusson, Treasurer, reported on the plan for his office for the short term. Olson asked about public outreach. Rasmusson reported. Olson asked to add advertising to the agenda for Tuesday. Murken directed Sandra King, Director of External Affairs and County Services, to bring recommendations to the Board on Tuesday.

ITEMS BROUGHT BEFORE THE BOARD WITH REQUESTS FOR IMMEDIATE ACTION - none

REVIEW OF THE AUTHORITY OF THE BOARD OF SUPERVISORS INDIVIDUALLY AND COLLECTIVELY AS A BODY – Lengthy discussion took place regarding authority during emergencies. Ethan Anderson, Assistant County Attorney, reminded the Board that decisions made outside its meetings are not binding. He stated Story County is doing a good job with open meetings laws. Further discussion took place. Anderson stated sharing information is just sharing information. Auditor Lucy Martin stated her office will take minutes, regardless of meeting location or means. Anderson stated he is available and County Attorney Tim Meals is available for any and all legal questions. Heddens moved, Olson seconded to adjourn at 11:09 a.m. Roll call vote. (MCU)
Story County Board of Supervisors
Agenda for Special Meeting

Originating from Administration Building, Story County Courthouse
Public access provided via conference call

SPECIAL NOTE TO THE PUBLIC: Due to recommendations to limit gatherings to no more than ten (10) people in order to help slow the spread of the COVID-19 virus, public access to the meeting will be provided via conference call to listen to the meeting.

Members of the public who would like to call in:
- Dial 515-603-3144
- Enter 895791# when prompted for the access code
**We ask that you mute your phone if possible.

Audio recordings of all Board meetings will be posted on our website www.storycountyindiana.gov shortly after the meeting is concluded. You may access these recordings at any time by clicking on the Meetings and Agendas button on the home page.

Agenda
3/20/2020

1. Call to Order 10:00 a.m.

2. Adoption of Agenda

3. Statement of Necessity of Special Meeting per Code Section 21.4.2(b)

4. Statement explaining why a meeting in person is impossible or impractical, per Code Section 21.8.1

5. Updates on COVID-19

6. Discussion and Consideration of Items brought before the Board with requests for immediate action

7. Review of the Authority of the Board of Supervisors individually and collectively as a body

8. Discussion and Consideration of Temporary Employment Policy and Procedures for COVID 19

9. Public Comment
10. Adjournment

Story County strives to ensure that its programs and activities do not discriminate on the basis of race, color, national origin, sex, age or disability. Persons requiring assistance, auditory aids or services, or accommodation because of a disability may contact the county’s ADA coordinator at (515) 382-7204.
<table>
<thead>
<tr>
<th>NAME</th>
<th>ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barb Steinback</td>
<td>3C IT</td>
</tr>
<tr>
<td>Nelle Mackenzie</td>
<td>BOS</td>
</tr>
<tr>
<td>Sandra King</td>
<td>BCS</td>
</tr>
<tr>
<td>Wayne Albrecht</td>
<td>Assessor</td>
</tr>
<tr>
<td>John Anderson</td>
<td>SCAO</td>
</tr>
</tbody>
</table>
General Policy Statement
This policy is intended to address multiple Story County employment-related policies on a temporary basis to ensure the health and safety of Story County employees while providing for continuity of services to Story County residents. The purpose of this policy is to implement various employment-related practices on a temporary basis, that are consistent with OSHA and CDC recommendations for employers while still ensuring the continuity of Story County government.

Scope
This policy is applicable to the following:

All Story County employees responsible to the Story County Board of Supervisors;

All Story County employees responsible to a County elected office holder who has adopted the policy.

All Story County employees not directly responsible to either the Board of Supervisors or a county elected office holder and whose governing body and the Board of Supervisors has certified its applicability.

Employee Infection Control Practices
Story County expects all employees to adhere to the infection control policies outlined in the policy and also communicated to employees through an email sent by the Board of Supervisors Chair, Linda Murken on March 12, 2020. Practices outlined in this policy were developed by recommendations from the CDC and Iowa Department of Public Health. The practices include but are not limited to:
• Engage in respiratory etiquette and hand hygiene while in the workplace
  o Hand hygiene includes washing hands often with soap and water for at least twenty (20) seconds.
  o Cover your cough or sneeze with a tissue (dispose of it immediately) or your upper arm/elbow.
  o Avoid touching your face.
• Immediately advise management/supervisory staff if employees have any of the following symptoms:
  o Fever
  o Cough
  o Shortness of breath
• Provide appropriate notification and stay home from work if symptomatic of COVID-19
• Cooperate with department/offices management regarding staffing coverage for absences related to illness of other employees. This may include working additional hours so symptomatic employees may remain isolated from the workplace, working various duties that are not normally performed by your position and assisting other departments/offices that are experiencing staff shortages.

Employees are further required to comply with any specific department/office rules implemented for infection control purposes within the workplace.

**Story County Infection Control Practices**
Story County will implement the following practices in an effort to eliminate/reduce exposure to COVID-19 and for infection control purposes.

• Eliminate all non-essential work travel. This includes, but is not limited to travel to conferences, trainings, non-essential meetings with various organizations, or other gatherings.
• Eliminate all non-essential staff meetings, trainings or employee events.
• Make available cleaning products for routine environmental cleaning of work areas (cleaning to be done by staff within the respective department or office).
• Eliminate non-essential gatherings of ten (10) or more individuals.
• Utilize electronic means to conduct public meetings unless conducting Public Hearings required by the Iowa Code.
- Use responsible social distancing practices.

**Identification and Isolation of Employees with COVID-19 Symptoms**
In order to protect the health and safety of all Story County employees prompt identification and isolation of potentially infected employees or individuals is critical. Information concerning COVID-19 has been distributed to all employees and will be displayed within worksites. Employees or individual within any Story County worksites exhibiting symptoms including, but not limited to those identified as being associated with COVID-19 must be immediately isolated from others at the worksite. Employees exhibiting the symptoms at the workplace will also be required to self-quarantine at their home and encouraged to seek medical testing and treatment. If the severity of an employee’s condition warrants, emergency medical personnel may need to be contacted.

Story County will follow the protocol sent forth by the Iowa Department of Public Health concerning exposure and quarantine requirements. Symptomatic employees should remain at home until they are free of fever (100.4 degrees Fahrenheit or greater using an oral thermometer) or other symptoms for at least seventy-two (72) hours without the use of fever-reducing or other symptom-altering medication.

**Paid Leave for COVID-19 Isolation, Testing and/or Recovery**
Symptomatic employees who are sent home or otherwise require to miss work for purpose of isolation, testing, treatment and/or recover from COVID-19 related symptoms may receive up to a maximum of eighty (80) hours of paid leave if classified as full-time. Part-time employees will receive leave on a pro-rated basis dependent on employment status (¼ time, ½ time, ¾ time). This leave will be tracked separately from an employee’s sick leave. Employees will only be able to use this leave for the purpose of isolation, testing, treatment and/or recovery from COVID-19 related symptoms. Employees may utilize necessary sick leave benefits if symptoms and medical recovery exceed the COVID-19 paid leave (80 hours for full-time or pro-rated hours for part-time). The County will also provide any additional paid sick leave benefits and FMLA expansion mandated by the COVID-19 Coronavirus Response Act approved by the federal government. Once an employee is symptom free for seventy-two (72) hours and/or the Iowa Department of Public Health or other medical provider has cleared an employee to return to work the employee is expected to immediately return to work.

Staff should stay home and isolate themselves from others in the following situations:
- Taken a cruise anywhere in the world in the last 14 days.
- Traveled internationally to a country with a level 3 travel warning in the last 14 days.
- Close contact with a confirmed COVID-19 case in the last 14 days.

Story County trusts that its employees will not abuse this benefit, especially during a time in which all available asymptomatic essential employees will be needed to ensure the continuity of Story County government. Any employee found to violate this trust by abusing this benefit shall be subject to immediate discipline up to and including termination of employment.

**Leave for Employees in Identified High-Risk Categories**
Employees in essential positions requiring their presence at the worksite who fall into one of the high-risk categories as determined by the CDC may request the department/office to provide an alternate/modified work assignment or leave to accommodate their underlying risk factor(s). Departments/offices will accommodate the leave request to the greatest extent feasible, consistent with the operation continuity of the department/office. If the leave is granted, the employee may utilize any accrued leave (sick, vacation, comp, etc.). If an employee does not have available accrued leave, the employee may be granted unpaid leave. Employees with disabilities seeking employment-related accommodations may do so in accordance with Story County EEO/ADA Policy. Departments and offices are asked to work with Human Resources when accommodations are requested.

**Caring for Family Members**
Employees who are obligated to care for immediate family members, children or elderly, due to closures in the community (i.e. schools, child and adult daycares) because of the COVID-19 pandemic may request time off from work from their immediate supervisors. Leave will be granted by individual departments/offices based on staffing needs. Employees may use any form of paid leave they would like during this time period, to include vacation, comp time, health related and/or sick leave.

If an employee has a family member who lives with them who has tested positive for COVID-19, that employee must self-isolate (stay away from other employees) for the recommended period of 14 days prior to returning to work. Employees may
utilize any accrued leave for this purpose. If the employee has no accrued leave available, leave without pay will be granted.

**Insurance Benefits During Unpaid Leave**

Story County will maintain monthly premium contributions while an employee is on unpaid leave due to Covid-19. This includes monthly health insurance and flexible benefit contributions. Employees will continue to pay their contribution through payroll or by separate payment.

**Telework**

Story County departments and offices must determine what positions are required to be physically present at a work site in order to maintain basic minimum services necessary for continuity of ongoing operations.

Consistent with OSHA recommendation that employers implement policies, such as telecommuting, designed to limit contact between individuals to mitigate spread, departments and offices may permit staff to work remotely to the extent the position duties are able to be performed at the employee’s home. Determination as to whether a position is capable of being performed remotely is solely at the discretion of the department/office. Employees that are authorized to work remotely will agree to the terms of the telework agreement attached to this policy. Employees may be granted VPN access and schedules set up for access due to network capabilities. Authorization for VPN access will only be granted by the department head or elected official and allocated as approved by the Board of Supervisors.

**Contingent Staffing Plans**

Departments and offices are encouraged to consult with Human Resources to develop contingent staffing plans that will ensure sufficient staffing levels for the continuity of operations. Staff may be asked to assist other departments/offices that are experiencing staffing shortages due to COVID-19. Contingent staffing plans will be department/office specific and designed to address the specific operation continuity needs of that department/office.

The Board of Supervisors reserves the right to amend/alter this policy as situations develop due to COVID-19. This policy is non-precedent setting and was
implemented specifically to address the County’s needs during the COVID-19 pandemic of 2020.
General Policy Statement
This policy is intended to address multiple Story County employment-related policies on a temporary basis to ensure the health and safety of Story County employees while providing for continuity of services to Story County residents. The purpose of this policy is to implement various employment-related practices on a temporary basis, that are consistent with OSHA and CDC recommendations for employers while still ensuring the continuity of Story County government.

Scope
This policy is applicable to the following:

All Story County employees responsible to the Story County Board of Supervisors;

All Story County employees responsible to a County elected office holder who has adopted the policy.

All Story County employees not directly responsible to either the Board of Supervisors or a county elected office holder and whose governing body and the Board of Supervisors has certified its applicability.

Employee Infection Control Practices
Story County expects all employees to adhere to the infection control policies outlined in the policy and also communicated to employees through an email sent by the Board of Supervisors Chair, Linda Murken on March 12, 2020. Practices outlined in this policy were developed by recommendations from the CDC and Iowa Department of Public Health. The practices include but are not limited to:
- Engage in respiratory etiquette and hand hygiene while in the workplace
  - Hand hygiene includes washing hands often with soap and water for at least twenty (20) seconds.
  - Cover your cough or sneeze with a tissue (dispose of it immediately) or your upper arm/elbow.
  - Avoid touching your face.
- Immediately advise management/supervisory staff if employees have any of the following symptoms:
  - Fever
  - Cough
  - Shortness of breath
- Provide appropriate notification and stay home from work if symptomatic of Covid-19
- Cooperate with department/offices management regarding staffing coverage for absences related to illness of other employees. This may include working additional hours so symptomatic employees may remain isolated from the workplace, working various duties that are not normally performed by your position and assisting other departments/offices that are experiencing staff shortages.

Employees are further required to comply with any specific department/office rules implemented for infection control purposes within the workplace.

**Story County Infection Control Practices**
Story County will implement the following guidelines in an effort to eliminate/reduce exposure to Covid-19 and for infection control purposes.

- Eliminate all non-essential work travel. This includes, but is not limited to travel to conferences, trainings, non-essential meetings with various organizations, or other gatherings.
- Eliminate all non-essential staff meetings, trainings or employee events.
- Make available cleaning products for routine environmental cleaning of work areas (cleaning to be done by staff within the respective department or office).
- Eliminate non-essential gatherings of ten (10) or more individuals.
- Utilize electronic means to conduct public meetings.
- Use responsible social distancing practices.
• Other employment related action(s) as recommended by federal or state authorizes (e.g. OSHA, CDC, Iowa Department of Public Health, Homeland Security, Emergency Management, etc.)

Identification and Isolation of Employees with COVID-19 Symptoms
In order to protect the health and safety of all Story County employees prompt identification and isolation of potentially infected employees or individuals is critical. Information concerning COVID-19 has been distributed to all employees and will be displayed within worksites. Employees or individual within any Story County worksites exhibiting symptoms including, but not limited to those identified as being associated with COVID-19 must be immediately isolated from others at the worksite. Employees exhibiting the symptoms at the workplace will also be required to self-quarantine at their home and encouraged to seek medical testing and treatment. If the severity of an employee’s condition warrants, emergency medical personnel may need to be contacted.

Story County will follow the protocol sent forth by the Iowa Department of Public Health concerning exposure and quarantine requirements. Symptomatic employees should remain at home until they are free of fever (100.4 degrees Fahrenheit or greater using an oral thermometer) or other symptoms for at least twenty-four (24) hours without the use of fever-reducing or other symptom-altering medication.

Paid Leave for COVID-19 Isolation, Testing and/or Recovery
Symptomatic employees who are sent home or otherwise require to miss work for purpose of isolation, testing, treatment and/or recover from COVID-19 related symptoms may receive up to a maximum of eighty (80) hours of paid leave if classified as full-time. Part-time employees will receive leave on a pro-rated basis dependent on employment status (¼ time, ½ time, ¾ time). This leave will be tracked separately from an employee’s sick leave. Employees will only be able to use this leave for the purpose of isolation, testing, treatment and/or recovery from COVID-19 related symptoms. Employees may utilize necessary sick leave benefits if symptoms and medical recovery exceed the COVID-19 paid leave (80 hours for full-time or pro-rated hours for part-time). The County will also provide any additional paid sick leave benefits and FMLA expansion mandated by the COVID-19 Coronavirus Response Act approved by the federal government. Once an employee is symptom free for twenty-four (24) hours and/or the Iowa Department of Public Health or other medical provider has cleared an employee to return to work the employee is expected to immediately return to work.
Staff should stay home and isolate themselves from others in the following situations:

- Taken a cruise anywhere in the world in the last 14 days.
- Traveled internationally to a country with a level 3 travel warning in the last 14 days.
- Close contact with a confirmed COVID-19 case in the last 14 days.

Story County trusts that its employees will not abuse this benefit, especially during a time in which all available asymptomatic essential employees will be needed to ensure the continuity of Story County government. Any employee found to violate this trust by abusing this benefit shall be subject to immediate discipline up to and including termination of employment.

**Leave for Employees in Identified High-Risk Categories**

Employees in essential positions requiring their presence at the worksite who fall into one of the high-risk categories as determine by the CDC may request the department/office to provide an alternate/modified work assignment or leave to accommodate their underlying risk factor(s). Departments/offices will accommodate the leave request to the greatest extent feasible, consistent with the operation continuity of the department/office. If the leave is granted, the employee may utilize any accrued leave (sick, vacation, comp, etc.). If an employee does not have available accrued leave, the employee may be granted unpaid leave. Employees with disabilities seeking employment-related accommodations may do so in accordance with Story County EEO/ADA Policy. Departments and offices are asked to work with Human Resources when accommodations are requested.

**Caring for Family Members**

Employees who are obligated to care for immediate family members, children or elderly, due to closures in the community (i.e. schools, child and adult daycares) because of the COVID-19 pandemic may request time off from work from their immediate supervisors. Leave will be granted by individual departments/offices based on staffing needs. Employees may use any form of paid leave they would like during this time period, to include vacation, comp time, health related and/or sick leave.

If an employee has a family member who lives with them who has tested positive for COVID-19, that employee must self-isolate (stay away from other employees) for the recommended period of 14 days prior to returning to work. Employees may
utilize any accrued leave for this purpose. If the employee has no accrued leave available, leave without pay will be granted.

**Insurance Benefits During Unpaid Leave**
Story County will maintain monthly premium contributions while an employee is on unpaid leave due to Covid-19. This includes monthly health insurance and flexible benefit contributions. Employees will continue to pay their contribution through payroll or by separate payment.

**Telework**
Story County departments and offices must determine what positions are required to be physically present at a work site in order to maintain basic minimum services necessary for continuity of ongoing operations.

Consistent with OSHA recommendation that employers implement policies, such as telecommuting, designed to limit contact between individuals to mitigate spread, departments and offices may permit staff to work remotely to the extent the position duties are able to be performed at the employee’s home. Determination as to whether a position is capable of being performed remotely is solely at the discretion of the department/office. Employees that are authorized to work remotely will agree to the terms of the telework agreement attached to this policy. Employees may be granted VPN access and schedules set up for access due to network capabilities. Authorization for VPN access will only be granted by the department head or elected official.

**Contingent Staffing Plans**
Departments and offices are encouraged to consult with Human Resources to develop contingent staffing plans that will ensure sufficient staffing levels for the continuity of operations. Staff may be asked to assist other departments/offices that are experiencing staffing shortages due to COVID-19. Contingent staffing plans will be department/office specific and designed to address the specific operation continuity needs of that department/office.

The Board of Supervisors reserves the right to amend/alter this policy as situations develop due to COVID-19. This policy is non-precedent setting and was implemented specifically to address the County’s needs during the COVID-19 pandemic of 2020.
**Free Conference Call Detail Report:**

<table>
<thead>
<tr>
<th>Call Date</th>
<th>Calling Number</th>
<th>Start Time</th>
<th>End Time</th>
<th>Total Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/20/2020</td>
<td>515-733-2121</td>
<td>9:57:11 AM</td>
<td>9:59:59 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>515-382-7242</td>
<td>10:03:25 AM</td>
<td>10:04:45 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-7210</td>
<td>10:02:10 AM</td>
<td>10:05:21 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>515-733-2121</td>
<td>10:00:14 AM</td>
<td>10:10:39 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-291-5377</td>
<td>10:11:29 AM</td>
<td>10:13:07 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-7200</td>
<td>10:12:49 AM</td>
<td>10:22:07 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>309-269-0561</td>
<td>10:00:39 AM</td>
<td>10:43:38 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1612-558-7555</td>
<td>10:02:59 AM</td>
<td>11:05:03 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>515-733-2121</td>
<td>10:11:19 AM</td>
<td>11:05:12 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>515-382-7458</td>
<td>9:59:20 AM</td>
<td>11:05:56 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-7230</td>
<td>9:59:30 AM</td>
<td>11:09:17 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-7241</td>
<td>10:05:04 AM</td>
<td>11:09:18 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-215-0116</td>
<td>10:16:08 AM</td>
<td>11:09:19 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-7255</td>
<td>9:42:29 AM</td>
<td>11:09:21 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-7255</td>
<td>10:14:10 AM</td>
<td>11:09:21 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-7200</td>
<td>10:11:47 AM</td>
<td>11:09:22 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-7210</td>
<td>10:05:36 AM</td>
<td>11:09:22 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-4932</td>
<td>9:47:30 AM</td>
<td>11:09:22 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-7300</td>
<td>10:05:14 AM</td>
<td>11:09:23 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-215-0101</td>
<td>10:09:01 AM</td>
<td>11:09:25 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>1515-382-7408</td>
<td>9:58:21 AM</td>
<td>11:09:25 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>515-382-7249</td>
<td>10:16:48 AM</td>
<td>11:09:37 AM</td>
<td></td>
</tr>
<tr>
<td>03/20/2020</td>
<td>515-382-7355</td>
<td>10:01:40 AM</td>
<td>11:09:42 AM</td>
<td></td>
</tr>
</tbody>
</table>

**Total Minutes:** 111

**Number of Callers:**

---

**NOTE:** All times in Eastern Standard Time

**Quick Links:** Conference Download | Refer a Friend | Change Account | Stop Statements | Submit Trouble Ticket

Thank you for using our Free Conference Call service. If you have any questions regarding this email, please call (877) 482-5838 or contact customer support at services@freeconferencecall.com. Have a nice day!

**Call Quality Survey**