

# WELCOME!

You are a valued partner to the Department of Consumer Affairs and its boards and bureaus. We want to help you interact with us as effectively as possible, so we offer these guidelines:

## ATTEND A BOARD OR COMMITTEE MEETING—THE PUBLIC IS WELCOME

### AGENDAS

An agenda (a list of topics) for each meeting is posted at least 10 days in advance.

Once posted, the topics usually cannot be changed. Find meeting schedules and agendas at [www.dca.ca.gov/webapps/eventcal.php](http://www.dca.ca.gov/webapps/eventcal.php).



## COMMENTS OR COMPLAINTS ANYTIME

Have something to say? Fill out a public comment form. Contact us directly for a copy at (800) 952-5210, or find it online at [www.dca.ca.gov/consumers/complaints/citizen.shtml](http://www.dca.ca.gov/consumers/complaints/citizen.shtml).



STATE OF CALIFORNIA  
**dca**  
DEPARTMENT OF CONSUMER AFFAIRS

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# WE ARE LISTENING

HOW TO INTERACT WITH DCA AND ITS BOARDS AND BUREAUS

## PUBLIC COMMENTS

The public is invited to make two general types of comments during meetings:

**Comments on items not on the agenda:** Speak about anything you believe is important for the members to know. Remember, board and committee members cannot address any item during a meeting that is not on the agenda.

**Comments on agenda items:** The public will have an opportunity to comment on each agenda item. During this time, please comment on that agenda item only.

### Tips for impactful public comments:

- Effective comments are straightforward and respectful.
- Address one topic only.
- Start with your name and where you are from.
- Share ideas and concerns, not opinions about other people.
- Avoid repeating the same comments already made by others.
- There is no need to deliver a formal speech.
- If there is a time limit for comments, stay within it. (Time limits may be set by a board or bureau so that everyone wanting to participate has a chance to do so.)

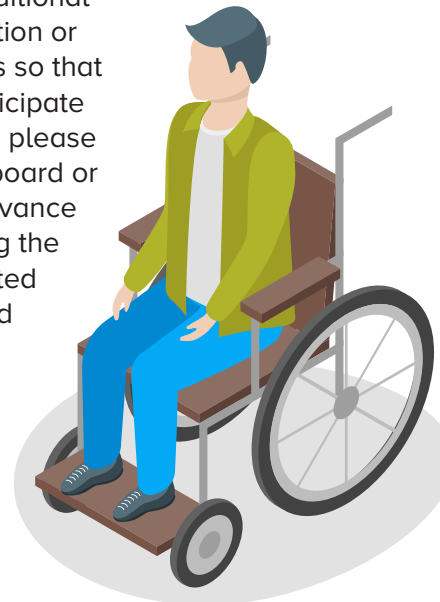


## CLOSED SESSIONS

Boards and bureaus have a duty to discuss some things behind closed doors. During a closed session, the public will be excused from the meeting room. When members reach a final decision about an item in closed session, the decision will be reported in the next public session when permitted by law.

## ACCESSIBILITY

Our meetings are accessible to people with disabilities. If you think you will need additional accommodation or modifications so that you can participate in a meeting, please contact the board or bureau in advance by contacting the individual listed on the posted agenda.



## RECORDING

The Department of Consumer Affairs records and broadcasts most meetings of its boards and bureaus.

To watch a meeting remotely, visit our website at <https://thedcapage.blog/webcasts/>.

To watch a meeting later, once it's complete, visit [www.youtube.com/user/CaliforniaDCA](http://www.youtube.com/user/CaliforniaDCA).

The public is also welcome to record our meetings, but is not permitted to disrupt any meeting by the act of recording it. Equipment used to record meetings may be given a designated area in the meeting room. This is to ensure access for journalists and citizens, while also ensuring that the meeting isn't disrupted. Please keep all equipment, including tripods, in this designated area when provided.

Please turn all devices, including cell phones, to "silent."

