



International  
Civil Aviation  
Organization

Organisation  
de l'aviation civile  
internationale

Organización  
de Aviación Civil  
Internacional

Международная  
организация  
гражданской  
авиации

منظمة الطيران  
المدني الدولي

国际民用  
航空组织

*When replying please quote:*

Ref.: NT- NS2-34.1 — **E.OSG - NACC83123**

13 July 2020

To: States, Territories

Subject: **Virtual Meeting Directors General of North America of Civil Aviation of Central American and Caribbean (NACC) and South America (SAM)**  
Zoom Platform, 22 July 2020, 09:30 hours CDT

Action

Required: **Confirm participation by 17 July 2020**

Sir/Madam,

Current circumstances derived from COVID-19 pandemics have made your administrations to take timely and coordinated measures and actions to mitigate them and safeguard personnel, users and all the persons at the aviation level. We thank the engaged support of each one of your Administrations in applying and following-up on the previously agreed NACC Strategic Approach and the SAM Strategic Framework in Response to COVID-19, as well as the active participation of your staff in said implementation.

Under this perspective, I wish to invite you to this virtual meeting to be held on 22 July 2020 at 09:30 hours through Zoom platform of approximately two hours. You will find the provisional schedule in **Appendix A**.

For this Directors Generals virtual meeting, we will continue to harmonise and closely coordinate all the Americas through both ICAO NACC and SAM Regional Offices with the participation of the industry and all the main aviation stakeholders. ICAO has made progress with States and the industry in this Aviation reactivation and recovery path. The following objectives are sought:

- share the Global Implementation Roadmap (GIR), the progress in implementing and monitoring of harmonised measures and the application of the ICAO Council Aviation Recovery Taskforce (CART)'s recommendations
- exchange experiences of the restart of aviation operations; and
- continue the dynamic exchange and dialogue to support each other and achieve an orderly, timely and sustainable recovery for all.

.../2

As mentioned for previous Zoom videoconferences, we need to have your designated participants identified in order to grant them access to them during the videoconference. In addition, it is important to note that all participants shall have a Zoom account as all sessions scheduled by ICAO are only for authenticated users. Also note that English-Spanish interpretation services will be provided during this videoconference using the feature available on Zoom for this purpose. **The registration link previous to the event (at least three days before) is as follows<sup>1</sup>:**

Subject: **Virtual Meeting Directors General of North America of Civil Aviation of Central American and Caribbean (NACC) and South America (SAM)**

22 July 2020 at 09:30 AM (CDT)

[https://icao.zoom.us/join/joinMeeting/register/tJcsduiorjsiH9w\\_deZqbA-S7LTltWEQUjhz](https://icao.zoom.us/join/joinMeeting/register/tJcsduiorjsiH9w_deZqbA-S7LTltWEQUjhz)

Please confirm your participation by sending the names, position and e-mail addresses of individuals representing your organization to: [icaonacc@icao.int](mailto:icaonacc@icao.int) and [icaosam@icao.int](mailto:icaosam@icao.int) by **17 July 2020**. Guidelines for the interpretation services are included in **Appendix B**.

Accept, Sir/Madam, the assurances of our highest consideration.



Fabio Rabbani  
Regional Director  
ICAO South American (SAM)  
Regional Office



Melvin Cintron  
Regional Director  
ICAO North American, Central  
American and Caribbean (NACC)  
Regional Office

**Enclosure:** *As indicated*

*N:\NS - Technical Co-operation\NS2-34.1 - RLA08901 CAPSCA Global and other regions\Correspondence\COVID-19\DGs videoconferences\DGsVideoconference3\Communication with States\NACC83123RD-States-3rdDGVideoconferenceinvite.docx / CRP*

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<sup>1</sup> You will also be sent a calendar event with the updated connection information link on a separate message.

## APPENDIX/APÉNDICE A

### Virtual Meeting Directors General of North America of Civil Aviation of Central American and Caribbean (NACC) and South America (SAM) Reunión Virtual de Directores/as Generales de Aviación Civil de Norteamérica, Centroamérica y Caribe (NACC) y Sudamérica (SAM)

Zoom Platform, 22 July 2020, 09:30 hours CDT  
Plataforma Zoom, 22 de julio de 2020 09:30 horas CDT

#### PROVISIONAL SCHEDULE/ HORARIO PROVISIONAL

- 1 Opening remarks / Inauguración
- 2 Presentation on the Global Implementation Roadmap (GIR) and the COVID-19 Response and Recovery Implementation Center (CRRIC) System/  
Presentación sobre el Mapa de Ruta Mundial de Implementación (GIR) y el Sistema Centro de Implementación de Respuesta y Recuperación COVID-19 (CCRIC)
- 3 ICAO Assistance: I-Packs and other tools/  
Asistencia de la OACI: I-Packs y otras herramientas
- 4 Regional Overview on Aviation Restart/Recovery/Resilience Activities/  
Panorama Regional a las actividades de reactivación/recuperación/resiliencia de la aviación
- 5 Remarks on Sanitary Protocols, alignment with ICAO guidelines, and actions of States that have mayor tourism and air trade in the NAM/CAR and SAM Regions /  
Comentarios sobre protocolos de salud, alineamiento con las directrices de la OACI y acciones de los Estados que tienen turismo y comercio aéreo importantes en las Regiones NAM/CAR y SAM
- 6 Comments and inputs from Directors General whose States have already opened their borders /  
Comentarios y aportes de los Directores Generales cuyos Estados ya hayan abierto sus fronteras
  - 6.1 Remarks by NACC and SAM States on lessons learned and challenges faced on the restart or increase of operations- What are you seeing? what has been the biggest challenge in the reopening?, key recommendations on what has worked well for your State /  
Observaciones de los Estados NACC y SAM sobre lecciones aprendidas y retos encarados respecto a la reactivación o aumento de las operaciones - ¿qué está experimentando? ¿cuál es el mayor reto de la reactivación? Recomendaciones clave o qué ha funcionado bien en su Estado
  - 6.2 Remarks by the industry on lessons learned and challenges faced on the restart or increase of operations /  
Observaciones por parte de la industria sobre lecciones aprendidas y retos encarados sobre la reactivación o el aumento de las operaciones
- 7 Funds for State Assistance  
Fondos para asistencia a los Estados
- 8 Closing remarks / Clausura

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**APPENDIX B**  
**SPECIAL GUIDELINES FOR SPEAKING IN VIRTUAL MEETINGS WITH LANGUAGE INTERPRETATION**

The current situation brought on by the COVID-19 pandemic requires us all to adapt our working methods in order to deliver needed services and conduct essential business. The meetings of ICAO leaders and stakeholders are no exception. Remote conferencing technology is being trialed and implemented rapidly, with mostly satisfactory results. However, virtual meetings with interpretation entail complications not normally encountered in in-person meetings such as substandard sound, momentary loss of audio and/or image of the speaker, lag in speech, added eye and other sensory strain due to extended focus on a computer screen, and extraneous noise in our homes. In addition to these challenges, interpreters have the key logistical problem of replacing each other on their language channel when they finish their shift, something that goes unnoticed behind the scenes in normal meetings, but which must be specially accommodated in a remote environment in which interpreters using the same channel cannot signal to each other physically to take over the microphone.

In view of these serious constraints, and to help us help you in these extraordinary times, your language team would like to offer the following recommendations for speaking in virtual meetings through interpreters:

1. Please be aware that the reduced sound quality and time lag of remote conferencing platforms make it all the harder for interpreters to clearly hear speakers while we are speaking over them. For this reason, **we strongly advise participants to make a special effort to speak more slowly than they normally do.**
2. The interpreters will indicate to the chair/Secretary/Coordinator if the sound impedes our work. If impediments are persistent and insurmountable, interpretation will have to be suspended.
3. Any prepared statements to be read must be submitted in writing ahead of the meeting, ideally no later than one hour before the start of the meeting. As usual, the copy of the speech submitted will NOT be considered the final version, and we will be listening carefully for any changes you make along the way. However, due to the technical limitations, please be aware that the fewer unforeseen elements we have to contend with, the better for all involved. Prepared speeches should be sent to [icaonacc@icao.int](mailto:icaonacc@icao.int). Also rest assured that, as ever, the ICAO interpreters will not share your submission with anyone, in accordance with our professional code of ethics. Please note that interpreters cannot be held responsible for the integrity and security of the conferencing platform or the confidentiality of proceedings.
4. If you feel your contribution has been conveyed inaccurately, please do not hesitate to repeat it slowly. We will get it right the second time.
5. The meeting organizers will be keeping time, and will alert the chair/Secretary/Coordinator of the meeting every 20 minutes to allow for a pause of less than one minute so that alternating interpreters can hand over their language channel.
6. Insofar as *possible*, please minimize surrounding noises such as paper rustling, household bustling, and interference from other devices (emphasis on *possible*). Interpreters and meeting participants alike are in the same situation, confined at home with pets, children and family members who may also be working on line to meet important responsibilities.

We will all strive as best we can to create a professional meeting environment in our personal space, but will need to show forbearance when one or another of us is temporarily unable to do so.

7. Try to maintain eye contact with your camera, and feel free to use natural body language such as hand movements and facial expressions. Speak at approximately a forearm's length from the mic, and avoid turning your head away when speaking. Avoid moving the mic when speaking, and mute it when not speaking.
8. While listening to the interpretation in Zoom, please click on "mute original audio" so that the speech from the floor will not overtake the language channel if the interpreter speaks softly.
9. It helps to have a well-lit, neutral background with a minimum of distracting elements.
10. Technical recommendations: Audio equipment with standard specifications such as headphones and integrated mic. Otherwise, please use the best quality equipment available to you. For a more reliable connection, use an Ethernet cable where possible rather than wi-fi. Turn off sound notifications on your computer (e-mail, messaging, etc.), and try to prevent interference from other devices.
11. When the meeting starts, the host (Secretariat) will start the interpretation feature, which will give the interpreters access to their own audio channels (English/Spanish). Attendees can select an audio channel to hear their language of choice (English/Spanish). Participants will hear the translated audio and can choose if they want to hear the original audio at a lower volume. If participants do not want to hear both the translation and original audio at the same time they may wish to mute the original audio to hear only the translation. See below

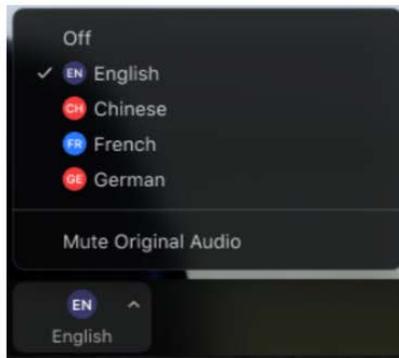
## Listening to language interpretation

Windows | macOS

1. In your meeting/webinar controls, click **Interpretation**.



2. Click the language that you would like to hear.



3. (Optional) To only hear the interpreted language, click **Mute Original Audio**.

-B3-

In this unprecedented crisis, we are all doing our part to keep ICAO up and running to provide the crucial guidance and expertise that the world needs, now more than ever. Though we may be in the comfort of our homes, we are nonetheless going well outside of our comfort zones to do so. ICAO is making a dedicated effort to provide the best possible seamless communication services. We know we can count on the cooperation and good will of all ICAO stakeholders to help ensure the smooth conduct of meetings by adhering as closely as possible to these recommendations. ICAO extends its best wishes for the good health of you and your families.

Thank you.

- END -