

VIRTUAL GROUPS AND MEETINGS IN ZOOM

Due to the Covid-19 pandemic and the need for physical distancing, we have developed a way to support you through a virtual group. In order to join the group from your electronic device at home, we are using a program called Zoom. We have included instructions as well as tips to use Zoom. This is a learning experience for us all, but we hope this will be a helpful support to you right now, until we can resume in-person groups.

Virtual Care has some inherent privacy and security risks that your health information may be intercepted or unintentionally disclosed. We want to make sure you understand this before we proceed. In order to improve privacy and confidentiality, you should take steps while participating in Virtual Care to ensure you are in a private setting and you should not use an employer's or someone else's computer/device as they may be able to access your information.

Once you have provided us with your email address, we will send you an invitation for the meeting. It will say: Adrienne Bell-Smith (NFHT's executive director) is inviting you to a scheduled Zoom meeting.

HOW TO JOIN THE VIRTUAL GROUP: there are 3 ways, choose the option that works best for you.

1. Computer with a camera and microphone:

- In order to see/hear the group facilitators, click on the invitation link that will open a separate window where you will be asked to download the free Zoom software. Downloading the software makes joining future group meetings faster and improves the quality of the video/audio. You will be asked to grant Zoom access to your camera and microphone.
- If you don't want to download the software, you can still open the meeting in a new window.

2. Computer without a camera and microphone:

If you are using a computer without a camera or microphone, you can still join by following the steps above, and will be able to see/hear the meeting.

3. Mobile phone or tablet:

- Download the FREE Zoom app on your mobile phone or tablet from the App Store. You will be asked to grant Zoom access to your camera and microphone. Once you do this, you will go right into the meeting of the group that you have been sent an invitation to join.
- If you prefer to listen/participate audibly and are on your mobile device, click the phone number in the meeting invitation, it will allow you into the meeting (without downloading the app).

TIPS FOR USING ZOOM

1. **Before starting, plug in your laptop/ tablet/cell phone or ensure it is fully charged.**
2. Click on the join meeting link in the invitation to the group session/meeting/webinar.
3. Your microphone may be muted by the facilitator. To unmute yourself, go to the bottom left of the screen and click on the microphone with a red slash on it. Click again to mute.
4. To view and scroll through all participants, click on group or gallery at top right of your screen. Most participants will be visible but some may not have a camera or could be calling in.
5. To reduce background noise being heard by others, please mute yourself when not talking.
6. Send in a question or comment via the Chatbox feature at the bottom of the screen.
7. When you want to speak, raise your hand so the facilitator can see you have a question.

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CONFIDENTIALTY

Please ensure you have a private room/space where you will not be disturbed for the duration of the group, meeting or webinar. By agreeing to utilize Zoom for virtual meetings you agree to adhere to the NFHT Confidentiality Policy and agree to:

- NOT share any information, names and/or personal details about ANYTHING or ANYONE discussed, outside of this virtual session (this includes with members of your household).

Please uphold the honour code in order to keep topics private and related to the group or meeting you are attending. Please help us make sessions a safe space to learn and develop coping strategies.

ETIQUETTE FOR VIRTUAL GROUPS

- Please be patient with us as this online virtual process is a learning curve for the NFHT.
- You may be attending the meeting from the comfort of your home - an in-formal setting but please dress as you would for an in-person group or office meeting.
- Find a quiet space without interruptions / background noise. Pets are welcome to listen but if they start to cause a noise distraction, the moderator will mute your microphone.
- Just like attending in-person, intoxication and eating during the meeting isn't acceptable.
- Should you be joining the meeting with video, please be mindful of what is visible to other participants - consider what personal items are behind and around you that you may not want others to see. The meeting moderators will turn you off your video, (you can still participate in the group and listen) if they deem something in the background as inappropriate, or a trigger for others. This is not punitive nor is there is any judgement, the intention is to just foster a positive group environment and safe space for all.
- Participants can see you best when you are sitting in a sturdy chair or otherwise sitting up.
- Cell Phones- please put them (or any other electronics) on mute or vibrate so you can fully focus, this time is for you and your self care.
- Join early – give yourself 5-10 minutes before the meeting start time to get set up.
- To ensure optimal Wi-Fi connection, connect close to your modem.
- For your own privacy and the privacy of others in the group, use headphones if possible.
- Try to avoid talking over or at the same time as other participants.
- Be respectful of others throughout the meeting and while using the group chat in Zoom.
- Should the group moderators find there is any breach of etiquette or an issue, they will mute your microphone, shut off your camera and via the Chat feature in Zoom invite you to join them in a breakout room. You will see a screen pop up prompting you to “join” them so you can privately talk about the issue. If you do not join the breakout room, you will be put back in the meeting waiting room.

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SAMPLE MEETING INVITATION

Adrienne Bell-Smith is inviting you to a scheduled Zoom meeting.

Topic: (This will say whatever the name of your group, meeting, webinar)

Join Zoom Meeting

<https://us02web.zoom.us/j/3061152673> (click link on your emailed invitation or enter ID# into Zoom)

Meeting ID: 306 115 2673 (ID # on your invitation is needed if you are calling in, this # is sample only)

One tap mobile

+17789072071,,3061152673# Canada

+12042727920,,3061152673# Canada

Dial by your location

+1 778 907 2071 Canada

+1 204 272 7920 Canada

+1 647 558 0588 Canada

Meeting ID: 306 115 2673