

# How to use Zoom for Changes Bristol

## online meetings

### Before joining a video support meeting:

- You will need a computer, tablet or smartphone with **video camera** and **speaker / headphones**.
- Please note, you will need a video camera as well as audio, as we feel members should be able to see each other so that everyone feels safe in the online meeting space.
- You will need a private, quiet space with a good internet connection, we would prefer you use headphones if possible to ensure privacy.
- Make sure your device is fully charged as Zoom meetings use up significant battery power.
- Before logging in, consider removing any personal photographs or identifiable objects which would be visible to others in the virtual meeting room

### To join the meeting:

- Please prepare your device at least 15 minutes before.
- Click the meeting link or paste into your browser. You may be instructed to download the Zoom app. This is safe and you may find it works better / is easier than the browser option.
- You can also join without the invitation link by going to <http://join.zoom.us> and entering the Meeting ID provided.
- You don't need to create an account to join but if you do, we suggest registering your name as your first name and initial (e.g. Tara R) like a standard Changes meeting.
- Now you'll have an opportunity to test your microphone & video.
- Please make yourself a cup of tea and settle in a comfy spot before the meeting starts!
- Once you have joined the meeting you will see a 'waiting screen'. When the Facilitator of the meeting is ready, they will start the meeting.

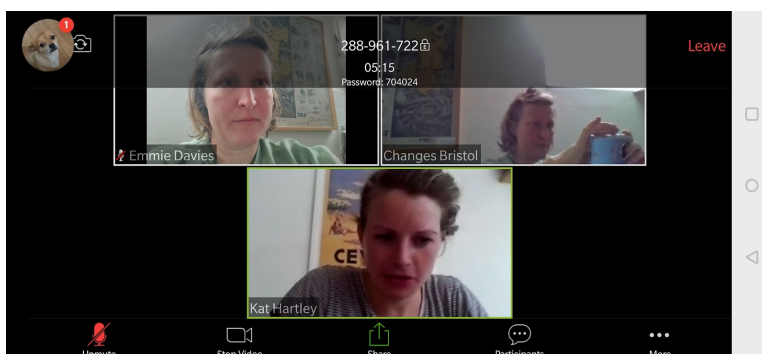
## Using the App toolbar functions:

- You can bring up the app toolbar by moving your mouse to the bottom of the screen (laptop/computer) / touching the bottom of your screen (mobile device)



### (Laptop view)

- You can mute / unmute your microphone (bottom left of tool bar).
- The video icon is next to the microphone icon on the bottom left of the toolbar, (we may ask people to mute their videos once everyone has joined the meeting and we have done a round of names if the platform becomes unstable).
- We recommend using the “Gallery” view so you can see all participants (laptop) (“Speaker” view can be quite disorientating, on a browser this option can be found in the top right hand corner)
- On a phone we recommend holding the phone in the landscape position, you will be able to see four people at a time, and you can swipe left/right to see who else is there.



### (Mobile view)

- View participant list - this opens out a list so you can see who else is in the meeting.
- There is a messaging function on the toolbar, we ask that members refrain from private messaging each other, except during the break, (see online meeting ground rules).

### **Meeting format:**

- The meeting host (Facilitator) adds each individual to the meeting. Meetings are currently capped at 15 participants and will be added on a first come first serve basis.
- After a name round, the Facilitator will ask all participants to mute their audio unless they are speaking. This will also help speed up the connection.
- The meeting will follow the usual format, introductions, updates, ground rules and twelve steps, (read by Facilitators).
- Participants will then be invited to share in the order of the participant list. This will minimise confusion. Members can always request to skip their turn.
- If you would like to respond to another members' share, we suggest you raise your hand so it is clear you would like to speak.
- As informal feedback is more difficult in a virtual meeting space, we also encourage the use of simple physical gestures, such as:
  - “waving” to say hello,
  - “thumbs up” to show you appreciate something someone has shared,
  - “nodding head” to indicate you agree with the speaker.
  - “prayer hands” to indicate thanks,
- For now, we will suspend the use of modules.

### **Keeping safe on the platform:**

We have put in as many restrictions as possible to prevent the recording of the online conversations. Participants cannot download chat or record within the platform itself, but it is possible to privately message other meeting members - we ask everyone to refrain from private messaging during sharing time, (please see Online Meeting Ground Rules). Software could always be obtained to record screen activity, but this is a risk that is present at any meeting: recording devices could always be used. We will need to trust that individuals will not engage in this. In general this kind of software is costly so we would not expect anyone to obtain it for this purpose.

Whilst we think it is unlikely that a member would choose to share indecent images of themselves or anything else which may cause offense, our policy will be to immediately disable their video and eject them from the meeting. Only the host of the meeting (lead Facilitator) can eject other attendees and anyone ejected from a meeting by the host cannot re-enter that meeting.

## Online Meeting Ground Rules

1. To share in Changes goal of good mental health
2. To support the Facilitators to run the meeting.
3. To adhere to Changes confidentiality policy: everything said within this meeting stays in this meeting.
4. Respect each other's right not to be identified outside of the meeting. Some people may prefer others don't know they attend our meetings.
5. Please mute your audio when you are not sharing - this improves the speed of connection and improves focus. If you wish to respond to someone, please raise your hand and the Facilitator will invite you to speak
6. Please don't private message other attendees during sharing time, you are welcome to do this in the break
7. Please be polite, supportive and non-judgemental. Be respectful of one another and non-disruptive. Do not use any discriminatory language. Anyone showing inappropriate content on their screens will be automatically ejected from the meeting by the Facilitator.
8. Be mindful of the questions you are asking or the advice you are giving - think about why you are asking them - is it supportive or just curious?
9. Try to avoid mentioning any third party in an identifiable manner - including group members, friends, family & healthcare professionals
10. Exercise caution in disclosing personal information to other members, for example phone numbers
11. Please consult the prescriber if you wish to make changes to medication and try not to refer to medication by brand or chemical name.
12. Please try to stay for the duration of the meeting. We will have a tea break half-way through.

Finally, we know that running a meeting this way isn't ideal, but we hope that it can help. If you have suggestions or feedback please let us know, but save it for the end of the meeting. We will share in turn, beginning at the top of the participant list to avoid confusion. You can always skip your turn though if you do not feel able to share.