



Attending a Zoom Support Group

Tips to make it a successful meeting

Setting up Zoom for first use

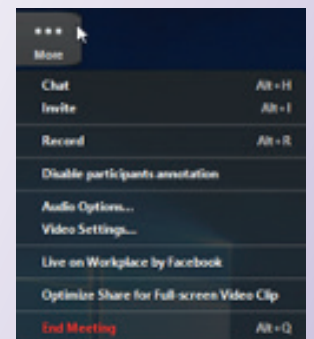
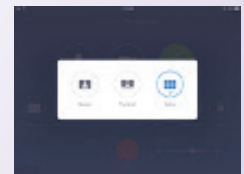
- You will need a camera, speaker, and microphone. These are automatically built into most tablets, phones and laptops. If you are using a desktop you may need to connect these separately.
- If you are using a tablet or smart device, download the app
- If you are using a personal computer, you will need to access Zoom from your internet browser (Google Chrome or Firefox are recommended)
- You will need to create a Zoom account which will require your email address and password of your choosing. There is no cost to you if you are attending a meeting.
- Once this has been setup, you will receive confirmation that your account is active and ready for use
- Reach out to a friend or family member and do a trial run to see that it is working

Preparing for the meeting

- The Support Group Facilitator will send you an email with the Meeting ID and meeting password, this is usually numbers that you may or may not need to enter the login.
- If possible, get your Loved One settled doing an activity so that you can avoid too many interruptions.
- Login to the meeting approximately 5 minutes prior to the meeting and you will be admitted into the virtual waiting room. The Facilitator can see the participants in the waiting room and can allow recognized members into the confidential support group.
- Consider your background, is there too much light making it hard to see your face? Is there a lot of clutter behind you that might be a distraction?
- Position the camera to show your whole face, generally an eye to eye call is best.

Attending your confidential support group meeting

- Your name will show up under your name so that people know how to address you (consider what name you use when setting up your account)
- You can select your screen option in the top right-hand corner to show full gallery view to see all the participants, if you are in a larger group you may need to scroll between pages to see the participants
- It is best to keep yourself muted while on the call so that others can't hear background noises such as dogs barking, lawnmowers etc.
- Try to limit your movement during the call as it can be a distraction to others
- The Facilitator will introduce the group, share information and the lead the group through the sharing time. As a group it is great to be able to share information when others ask for it, just be sure that the person sharing has finished their thought.
- If you are too shy to ask a specific question or would like some discussion around a theme, you can privately message the Facilitator by using the 'Chat' function, the Facilitator will receive your message and will be able to share the question with the group without revealing your identity.
- Once the meeting is finished, the Facilitator will end the meeting and you may leave the virtual meeting room.



Websites to help setup Zoom for the first time: <https://techcoaches.ca/tech-coaches-blog/virtualvisitstoolkit-x7z5k>



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