

ZOOM GUIDE FOR SUPPORTERS

Socially Distancing Together Zoom Activities

Supporting someone online is not that different from how you provide support with in-person activities.

- You provide support as they explore something new and make and achieve new goals to live a great life!
- You may find yourself in a position of a coach to help the person develop the skills and know-how to enjoy the activity with more independence (i.e. showing and coaching the person you support how to start the device, join the Zoom call, or even model different ways in how to participate with the activity).

The principles of support are the same but there are some additional things to consider when specifically assisting someone to get connected with Zoom. **As always, please ensure that you are checking in with the person to see what they need.**

SUPPORTING THE PERSON TO USE ZOOM

- **Encourage them to come say hello!** If the person you support is unsure about whether or not they would enjoy the Zoom activities, they can always join and try it out. They may really enjoy it! Anyone is allowed to pop into a Zoom call for any duration of time. There is no problem with exiting the call before the activity is over.
- **Cameras can be on or off.** If the person you support prefers to leave their camera off for a session, that is their choice to do so. However, if they decide that they want to be seen in the call, please make sure they know how to turn their camera on or be nearby to assist.
- **Ensure that the person you support knows how to mute/unmute** themselves or be nearby to assist.
- **You can participate too!** These activities are inclusive. If you as a supporter are interested in joining in for an activity, you are welcome to!
- **People can purchase helpful technology equipment** (e.g. laptop, tablet, WiFi, etc.) using their personal or Passport funds. If you have questions about this, please contact your manager.
- **Check in with the person** to see if there is anything that could be done to improve their Zoom experience. Feel free to contact the people listed below if you have questions.

QUESTIONS? CONCERNS? IDEAS?

- **If you have any questions/concerns about the Zoom activities or if you have an idea for an activity, please contact:**
 - Maggie Pinsonneault at (226) 347-5184 or maggie.pinsonneault@clwindsor.org
- **If you would like to arrange a one-on-one Zoom call, please contact:**
 - Pat Wilcox at (226) 788-1460 or pat.wilcox@clwindsor.org
 - Trudy Sheehan at (226) 626-1494 or trudy.sheehan@clwindsor.org

SET-UP TIPS & TRICKS

- **Find the right space.** If the activity requires focus and concentration (i.e. BINGO or trivia), please encourage the set up of the call be in an area of their home with minimal distractions. If the activity requires space (i.e. a dance party), ensure the set up allows for enough space to move and have fun!
- **Be prepared!** Assist the participants as they make sure to have what they need for the activity.
 - (e.g. Art supplies for Art Time, A/B cards for Trivia, etc.)
- **Avoid sound feedback.** When logging on with more than one device in a common space, please make sure that the devices are far enough apart to avoid feedback. Setting up devices in separate rooms may be ideal.
- **See and Be seen!**
 - The monitor and camera of the device should be arranged in a way so that participants can see the screen, and also be seen by the camera for them to be seen on the call (of course, if that's what they choose).
 - When logging into the call check the person's own Zoom window to see what their camera is showing. If you are still not sure, try checking in with the activity leader (e.g. "Can you see *participant's name*/us okay?").
 - Select the appropriate [Zoom layout](#) for the person's most optimal Zoom experience.
 - On laptops and iPads there is **Speaker view** (displaying only the speaker's window) and **Gallery view** (showcases many participant windows).
 - On smaller devices and Android products, there is no large Gallery option. However, you can swipe the screen to showcase up to 4 users at a time.
 - Please assist the participants to set up with a light source in front of them. If there is bright light behind them or no light at all, it can be difficult to be seen on the call.
 - Assistance may be needed to adjust the camera/screen. If using a tablet, consider using a stand or purchasing a tablet case with a built-in stand.
- **Help with a bad connection.** If a poor Internet connection is making the Zoom meeting seem choppy, you can encourage the participant(s) to leave the call and log back on or, to try getting situated in another part of their home closer to the internet source/router.
- **Test the microphone levels.** Occasionally, microphones can be too loud or too quiet. You can assist the participant with [testing out their audio and microphone levels](#) before entering the meeting.
- **Adjust the volume.** If the person is having a difficult time hearing the audio from the call, please help them troubleshoot why this might be (e.g. the volume may be muted or too low). Perhaps headphones may be also be an option to improve the sound quality.
- **Display the activity on a TV.** Participants may enjoy the Zoom activity more if they can see it on a larger screen. You can help them set this up by connecting a laptop to the TV using an HDMI cable. Just remember that the camera is still on the laptop so you will need to consider its placement.

RESPECT & PRIVACY

- **Follow the NETspectations.** Help the person you support to understand these guidelines and encourage that they follow them.

NETspectations

- Respect privacy of yourself and others. Please do not share private information about yourself in a group, or any private information about others. If they cannot share their information themselves, it is not yours to share for them.
- People can see and hear you if your camera and microphone are on. Please do not say or do anything in front of the camera that you would normally do in private.
- Please wait your turn to speak. It is important that everyone gets a chance to be heard if they want to talk.
- You can raise your hand, wave, or send a message in the chat to let the activity leader know you have something to say.
- Be kind to one another. Use respectful language with everyone on the call. Although jokes can be funny to some people, they may be hurtful to others.
- Please do not take pictures or screenshots of the group without everyone's permission.

- **Change the Zoom display name.** Please help the participant change their display name to their first name.
 - If there is a group of participants, please format it like this: Sue, Tim, Joe, Max
- **The camera sees all and the mic hears all!**
 - Please ensure that the participant is set up in an area where no private and personal property (or activity) is in sight of the camera.
 - *If the device has to be relocated while on a call, **please ensure that the camera is off while it is being moved.***
 - Please note that the activity leader will mute the participant if there is loud and distracting noise and/or separate conversations happening in the background. Even if the attendee is wearing headphones, the surrounding noise in the room can be heard. If it is more conducive because of a busy home environment, please assist the person to join from a more quiet area of their home.
 - As an employee, please ensure that you are following all Community Living Windsor policies and procedures.