

“Zoom” (Virtual) Group Meeting Protocol

What is a “Zoom Meeting”

Zoom is an on-line video conferencing application or ‘platform’. It is a virtual “meeting room”. Participants can join a support group from the comfort of their own home. It is only open to support group members who have indicated to their facilitator that they wish to join.

Why should I join?

In these challenging days of physical distancing, it is a great alternative for individuals to still “come together” and share in a supportive way.

What do I need to join?

As Zoom meetings take place on-line, you will need access to:

- One of these **devices**: computer(desktop or laptop)/ tablet/ smart phone or touch tone phone
- Download the **Zoom app** on your device
- **Camera** (*usually built into computer or phone, or you can get a plug-in camera/ webcam with microphone*)
- **Speakers** - (*usually built into computer or phone, or you can use a plug-in headphone set, some with microphone*)
- **Touch tone phone** – this is for people who do not have access to other options. This will allow you to participate by listening and speaking only (no video).
- A **log in link** or **meeting ID and password** provided by the group facilitator (usually sent by email) This link is not to be shared. ***Contact your specific group facilitator to receive the link and any additional guides*
- A **private, comfortable space** (*please ensure you will not be interrupted or heard by others in your vicinity. A good idea is to use earphones to ensure privacy during a meeting*)

Is a Zoom meeting similar to an in-person meeting?

Yes, a Zoom meeting is the next best thing to an in-person meeting. Participants can see and hear one another and the meeting proceeds as usual.

Safe, Private Group Space: *A private, comfortable space (please ensure you will not be interrupted or heard by others in your vicinity. A good idea is to use earphones to ensure privacy during a meeting)*

- If you are using a camera, please keep in mind, all the members of the group see and *hear* what you are doing or what is going on behind you. When joining the meeting, please have your sound turned up but have your speaker/microphone on 'mute' (when not speaking) to avoid background interference.
- Please ensure you are in a private space and not doing anything that may be disruptive to others.
- Imagine you are in a Group Meeting following the in-person guidelines, in the usual meeting place.
- Chat or Hand Up Option – you may send a private or group message to the group facilitator of the meeting. If you need to get up, or leave the meeting, we ask that you message the facilitator in order not to disrupt the group
- Facilitator Hosts can mute participants when one person is sharing as well as mute the Group when reviewing the Group Agreements
- We note that some people have concerns over privacy of this meeting. Please note – no one in the group has access to RECORD except for the Facilitator who does not use this function. Zoom protocols ensure that each meeting is encrypted. This means the data is sealed.
- Please ensure your space where you are accessing Zoom is private and sound-proof from others.

Group Meeting Protocol

Refer here for MDABC group meeting guidelines [Group Meeting Agreement](#)

Can I contact my Group Facilitator?

Yes! Each group will function a little differently and some groups are on HOLD until they can resume in person. Please contact the facilitator if you have specific questions about your group zoom meeting.

How long will we have to meet on Zoom?

Zoom meeting times are dependent on each group and MDABC and the facilitator have set up.

Is Zoom secure?

Zoom has added security enhancements to their site. A password will be required in order to join a Zoom meeting. You will be placed in a virtual “waiting room” before the meeting begins. Only those who have been invited by the facilitator and have the correct password may join the meeting. The meeting can be locked by the facilitator once everyone has joined.

For further inquiries, please contact Manager – Irvine.harvey@lookoutsociety.ca

BASIC ZOOM INSTRUCTIONS for new users

BEFORE THE SUPPORT GROUP MEETING

Install *Zoom*, the videoconferencing application, onto your computer or phone from <https://zoom.us/download>. You can run a test on the app here: <https://zoom.us/test>

NOTE: You do not have to register an account with *Zoom* to attend as a support group participant.

Click on "Download" under *Zoom Client for Meetings*

FOR Facilitators: To avoid Zoom bombing change meeting ID and password of your meeting at least once a month. Keep in mind that the alphanumeric passwords possible in Zoom can't be entered by potential touch tone phone participants.

THE DAY OF THE SUPPORT GROUP MEETING

Before the support group meeting, you will receive an e-mail with your Zoom invitation.

Click on the highlighted *Zoom* meeting link in the e-mail to start your participation in the meeting.

NOTE: You may have to click on and/or *Join with Computer Audio*. Also, if you are accessing via telephone, but still want to see other participants, you may have to go to the *Zoom* site to click *Join with Telephone*, or contact the *Host/Facilitator* to have them merge your computer access with your Telephone access.

If you have a slow network connection, the video quality may be jumpy, and the audio can be poor if too many people speak at once.

DURING THE SUPPORT GROUP MEETING

Zoom Videoconference Options

- At the upper-right corner of the screen, you can select "Gallery View" where everyone gets the same size tile, or "Speaker View" where the person speaking gets most of your screen.
- If you have local background noise, you can mute audio from your computer at the lower left corner of the *Zoom* meeting window. Or if using a phone, use its MUTE button (if it has one).
- You can also turn off your camera.
- If you are having technical difficulties, you can send a short text message to those attending the meeting by clicking on "Chat".
- Some members may be 'triggered' by very poor images, or connections. To avoid video transmission problems consider plugging your internet into the back of your computer for the duration of the meeting.
- Also consider turning your video off completely if your feed is frozen or intermittent.

- For privacy and confidentiality reasons, “Record” cannot be used.

TO ATTEND BY PHONE ONLY (NO ZOOM APPLICATION OR COMPUTER NEEDED)

Call the # provided for your area. In B.C. the only number is: (1) 778-907-2071. Greater Vancouver area are local calls. For other areas, enter “1” before the area code. Then enter the Meeting ID (which looks like a phone # or other similar patterns) and password.

NOTE: The *Zoom* user guide is available here: [Zoom: User Guide](#)