Zoom Information and
Virtual Group Etiquette and Expectations

Please read the following pages in their entirety prior to your meeting date.

Instructions and tips for joining the group via Zoom:

If you are using a computer with a camera and microphone:

1. In your Appointment Reminder email from Thames Valley Family Health Team (which you will receive approximately 2 business days before the group), click the link that looks similar to the example below. **NOTE: This is not your meeting link; this is merely a sample so you know what to look for in the email.**
Join Zoom Meeting
https://zoom.us/j/96187394740?pwd=SGQ0YmljaVk1OFlMaksvcW4wUk1hUT09
2. After clicking on the link in the email, click "Open Zoom Meetings" on the dialog shown by your browser. If you do not see a dialog, click the blue "Launch Meeting" button. If you do not already have Zoom installed, select "Download Now" located beneath the blue "Launch Meeting" button.
3. Please note, downloading the software will make it faster to join meetings in the future and improve the quality of the video/audio. Downloading the software is free and once you have created an account, the software will automatically open the next time you are sent a meeting request and click the link to join. If downloading, we recommend you complete this step well in advance of the group session.
Alternately, if you do not want to download the software, you can still open the meeting in a new window.
4. You will be asked to grant Zoom access to your camera and microphone.

If you are using a mobile phone or tablet:

1. Download the free Zoom app onto 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 be taken right to the meeting.
2. If you prefer to listen/participate without video from your mobile device, click the One Tap mobile number in the Appointment reminder email to join the meeting.

If you are using a landline (or landline and computer):

1. If you prefer to listen/participate from a land line, please dial one of the numbers listed in your Appointment Reminder email before the group begins and when prompted, enter the meeting ID number listed in the email. To enable video, you can join by another device using the instructions above.

Tips for Using Zoom

- Before starting the meeting, plug in your laptop, tablet, or cell phone, or ensure your device is fully charged. For optimal wi-fi connection, you should be located close to your modem for the duration of the meeting.
- Please try to join early. Give yourself 5-10 minutes before the meeting start time to get set up, and then you may wait for the meeting host to let you in.

- To reduce disruption from background noise, please enter the meeting with your microphone muted and remain muted when you are not speaking. To mute/unmute yourself, click on the microphone icon at the bottom of the Zoom window.

Consent, Privacy & Confidentiality

*By entering the meeting, you understand that virtual sessions **are not** a completely secure form of service and you consent to participate. You understand that you have the right to leave the meeting at any point. Virtual care can result in privacy and security risks where your health information may be intercepted or unintentionally disclosed. We have taken steps to help decrease risks associated with virtual groups and expect all participants to do the same. Please see etiquette and expectations outlined below for further details.*

Etiquette and Expectations for Virtual Groups

1) Please be respectful of group members, your group leaders, and your time together as a group.

2) Be mindful of the space you are in for the meetings. Pick a quiet, private location where you are alone, and consider choosing a space with a neutral background, no visible identifying information or personal items, and keep your camera pointed away from any common areas. You can further protect your privacy and that of others by using a headset or earbuds.

3) Be sure not to name individuals in the group if you may know someone.

4) Please refrain from using the public Zoom chat for anything that is unrelated to the session. You may comment on the session, ask questions, affirm other group members, indicate that you need a break or are having difficulties with technology. Please do not use the public chat for any other reasons.

5) Speak clearly and slowly so that everyone in the group has time to keep up with you. Given that wi-fi may vary and some attendees may have difficulty hearing, please speak up during group sessions.

6) Please share airtime. There will always be time for questions during group sessions, but the time is limited. Be patient and courteous to your fellow group members who might also have questions.

7) Each group will develop its own way of signaling that someone wants to speak. It may be by physically raising your hand if you have video enabled or by using the Raise hand feature in Zoom.

8) If you need to briefly step away from the meeting, please mute your microphone and turn off your web camera.
   If you need to leave because you are unable to attend the whole session, please message one of the facilitators to notify them.

9) We are all fairly new at virtual groups and working together online. Glitches and mistakes are going to happen. Let's be mindful of this and be gentle with each other.