



Juniper Virtual Class Tip Sheet: Living Well Series

Program Model

Led by two (2) trained leaders. Meets for six (6) weeks, once a week for 2.5 hours. Recommended class size 8-12.

Virtual delivery has been approved as an interim solution during the COVID-19 pandemic.

Participant Materials

Provider organization mails workbook to all participants one week prior to the class start date. Provider/class leaders prompt participants to have the following materials for each session:

- Blank sheet of paper: 8.5"x11"
- Writing utensil
- Participant workbook

Delivery Guidelines and Considerations

HIPAA Considerations

- To maintain participant privacy, **do not** record the Zoom meeting.
- If the Zoom whiteboard feature is used during a class, do not save the whiteboard with individual participant stories/experiences/action plans.

Technology

- Request that leader and participants use "Gallery View" to encourage interaction and connection.
- Use PowerPoint flipcharts from SMRC and use "Share Screen" feature when reviewing the PowerPoint flipcharts and during brainstorming activities.
- To build group cohesion and ensure safety, ask all participants and class leaders to have their video cameras on during the class.
- Ensure participants are all identified by their names to make interaction and attendance easier. Steps for renaming:
 1. Hover cursor over the top right corner of the participant's window.
 2. Three dots will appear, click the three dots for a drop-down menu.
 3. Click "Rename" from the drop-down menu.
 4. A window will appear to type the preferred name.

Delivery

- Facilitate the class using the Leader manual in the same way you would for an in-person class.
- Flipcharts: Use PowerPoint slides from SMRC for the flipcharts.
- Brainstorming Activities: Close out of “Present Slideshow” mode so you can edit your slide. Type the responses shared by participants on the slide. Participants will be able to see this, as you will still be sharing your screen. Have one leader facilitate the brainstorm and one leader type.
- Pair and Shares: Class leaders can choose one of the options below:
 - Option 1: Have each person report for themselves. It will be very important to model this well. For example, “I am anxious because I am not sure I can get a medication refill.”
 - Option 2: Do pair and shares using the “breakout room” feature. If you are interested in using this feature, contact your program developer to ensure your meeting is scheduled correctly and to practice before using it.
- Action Planning: Prompt participants to have a blank piece of paper handy so they can write down their action plan for the week.
- **For Living Well with Chronic Conditions and Living Well with Chronic Pain classes only:**
Exercises: Be sure Leader’s full body is visible to participants when leading exercises. Remind the participants to use a chair without wheels. Periodically ask the group if there are any questions or concerns. Optional: ask participants to adjust their cameras so you can see them during the exercises to ensure safety.

Safety for Exercises

- Reminders for Participants:
 - Ask participants to ensure their area is free of fall hazards.
 - Make sure each person has a sturdy chair without wheels and something sturdy like a counter within reach.
 - Be sure the space has good lighting
 - Safety first! Work within limits of stability and balance, challenge, but be safe.

Session 0

Introductions

Use Session 0 as an opportunity to welcome participants. Go through introductions. Feel free to use an ice breaker question or activity. Examples of questions to ask:

- Name and fun fact
- What are you hoping to get out of the class?

Zoom Orientation

Help the participants explore Zoom by walking them through features relevant to the class:

- Switch between Gallery View and Speaker View
- Mute and unmute
- Turn camera on and off
- Use rename function to type in their name

- Leader screen share
- Note: While all devices have the same Zoom functionality, the Zoom toolbar appears in different locations on different devices. For laptops and cell phones the toolbar is at the bottom of the screen, for iPads and tablets it is at the top.

Zoom Etiquette

Help prevent embarrassing moments with a few reminders to participants.

- If you need to step away from the class mute your microphone and turn off your camera.
- Use the chat feature to let the leaders know you need to step away and whether you will be rejoining.
- During the class fellow participants might share confidential information. Ask participants to help ensure confidentiality by finding a private space to be during the class or using headphones.

Other Session 0 Orientation Elements

- Explain the structure of the class, what to expect, and supplies the participants will need.
- Explain that you hope to start on time, remind participants to join 5-10 minutes early.
- Remind the participants about the electronic first session forms (privacy policy, liability agreement, pre-survey, and par-q). These forms are required before the first session.
- Answer any questions.