



Juniper Virtual Class Tip Sheet: A Matter of Balance

Program Model

Led by two (2) MOB-V trained leaders and one (1) additional technology support person (TSP) is strongly recommended to assist with technology and monitor the safety of participants. Meets for a Session 0 followed by eight (8) sessions: once a week for eight (8) weeks or 2x's/week for four (4) weeks. Each session is two (2) hours per session. Recommended class size 8-12.

Requirements to offer this program virtually: Current MOB leaders MUST attend a 4-hour MOB-V leader training.

Participant Materials

Provider organization mails workbook to all participants no later than 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
- Zoom link with welcome email (template found in provider toolkit)

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


- Additional technology support person (TSP) is strongly recommended. This person
 - Assists participants and coaches with platform navigation, connectivity, and safety issues.
 - Connects with participants by phone if there is a technical problem or emergency.
 - Does not need to be a trained MOB coach.
- Request that leader and participants use "Gallery View" to encourage interaction and connection.
- Use PowerPoint flipcharts from Juniper 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.

- Ensure all participants at each session are at the location and phone number listed on their registration and, if not, have the TSP connect with them by private chat or by phone to get the correct information. The leaders and TSP should have the Juniper registration information handy at all times.

- Use the digital links for the videos "Fear of Falling – It's a Matter of Balance", "Exercise – It's Never Too Late", and a new Guest Health Professional video covering how to recover from a fall. These are available at no cost for providers/coaches who already have the videos in DVD format.

Delivery

- Follow the new “eye-con”  in the coach manual for tips on virtual delivery.
- Flipcharts: Use PowerPoint slides from Juniper. We have created these for you, so you don't have to!
- 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.
- 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:
 - All exercises are seated and moved to after the break (sessions 3 – 8 only).
 - 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.