Juniper Virtual Class Tip Sheet: Powerful Tools for Caregivers

Program Model

Led by two (2) trained facilitators. Meets for six (6) weeks, once a week for two (2) hours per session. Class size 8-10 caregivers; required maximum of twelve (12).

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

Participant Materials

Provider/class leaders prompt participants to have the following materials for each session:

- Technology requirements:
  - Computer or large tablet with microphone, camera, and reliable internet connection. Cellphones and small tablets are not recommended.
- Participant workbook:
  - [Caregiver Helpbook](#)
- Leaders will email the PDF handouts packet, class evaluation PDF form, and the local resources handout.

Delivery Guidelines and Considerations

HIPAA Considerations

- To maintain participant privacy, do not record the Zoom meeting.

Other Considerations

- Set up the six-week class as a recurring meeting through the virtual meeting software of your choice, i.e., Zoom.
- After creating and saving the meeting, copy the invitation into your email program to send to each participant, along with any details, attachments, etc. Send these are direct emails, and list all the dates.
- For pairs activity, the software can randomly assign participants to breakout rooms. Host can specify a time length or manually end the breakout room session.
- Assign a co-host to the meeting who can take over in the event of an emergency, or if the host loses connection.
- Request that leader and participants use "Gallery View" to encourage interaction and connection.
- Leaders should not use full screen in order to have both Zoom and PowerPoint visible and should select side-by-side during screen share.

Delivery

- Review the script to accommodate differences between in-person and virtual classes.
- Only use digital visual aids.
- Send email reminders that include the Zoom link a day or two prior to each weekly class.

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
- What are you hoping to get out of the class?

Virtual Meeting Software 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.