

Guidelines for Virtual Care: Group Sessions

1. **Name Display:** Change your display name to first name only. Find your name in your video screen. Right click and select "Rename".
2. **Viewing:** You can choose "Speaker View" or "Gallery View" to view the other group members. We recommend Gallery View, but you can choose whichever you prefer.
3. **Muting:** Please keep your audio muted except when speaking. The group leader may mute group members as a way to allow all group members to take turns speaking.
4. **Stay Connected to Video:** You must keep your video on at all times, except at break. Do not use a virtual background. If you find it difficult to look at the screen, consider the "20/20/20" rule (i.e., every 20 minutes, look away from the screen for 20 seconds, at something up to 20 feet away).
5. **Stay Logged In:** You may turn your video off and mute during break. Please stay logged in to the meeting, even during break, unless someone else can see/hear the group from your screen.
6. **Participants, Reactions, and Chat Features:** Please follow your group leader's instructions. Please do not chat privately with other group members during the group session. We'll invite you to chat privately at the last session to exchange contact information if you wish to do so.
7. **Arrive Early:** Please be ready to log on before the group starts so that we can begin on time.
8. **Your Device:** Once you have set up your device, please do not move it around. Place your device in a spot where it will remain still even if you have to move your body.
9. **Appearance:** Try to keep lighting in the room as even as possible. Do not sit with your back to the window as it will create shadows. Please dress as if you were attending a group in person.
10. **Multitasking:** Please do not engage in any activities that you would not do during an 'in person' group, for example, smoking, checking email, watering plants, cooking, etc.
11. **Private Location:** You are required to be physically in the province of Alberta during the group. If you are not in Alberta, you cannot attend the group. If you are in Alberta but not at home, you must let the provider know your location, in case of an emergency. Once you have chosen a private location for the group, please stay in that room for the duration of the session (except at break).
12. **Do Not Record:** Do not record, screenshot or take photographs of the sessions or chat logs.
13. **Secure Internet Connection:** It is important to use a secure internet connection vs public/free Wi-Fi. If possible, connect through your personal WiFi or an ethernet cord. Using data may result in costs.
14. **Headphones:** Headphones are ideal to ensure as much privacy as possible.
15. **Group Breaks:** We encourage you to take a proper break by stepping away from your device. If you choose to speak to another group member at the break, please be aware that other group members and leaders (even if muted) can hear your conversation.
16. **Outages:** If your group leader gets disconnected, wait 15 minutes for them to return. If they do not return within 15 minutes, you can exit the group. Your leader will contact you to discuss next steps.