

Virtual Programming Procedure During COVID-19

Purpose: To ensure that staff are able to provide virtual programming after first obtaining a release while at the same time putting into place measures that will protect residents and staff such as privacy features

Scope: These new virtual programming guidelines are in place until April 17th (or as long as CommonBond's in-person programs are suspended). Share this date with families and volunteers.

Procedure:

- Decide on the digital platform you would like to use. Consider whether the platform you're choosing adheres to the following guidelines.
- Get supervisor approval if you would like to use something besides phone or Zoom.
- Get a release signed for all participants before starting the virtual programming.
 - The following are ways to get a signed release:
 - Wufoo release form signed virtually
 - Verbal permission over the phone – with youth there should be a call back to the parent/guardian at the number on file in ETO for confirmation. The verbal permission should be documented in ETO.
 - Physical release form signed (if you coordinate with your Property Manager)
- Communicate with residents either by flyer (posted or delivered), email, or phone call to let them know when virtual programming will start and what is being offered

New participants:

- All participants will need to sign the new virtual programming release form prior to participating.
- In addition, for youth programming, anyone who does not already have a program registration will need to complete one. This could be completed by families and staff by phone with a verbal signature.

Use of volunteers:

- If you would like to have volunteers participate in the virtual programming, please contact Arbor first before reaching out to any volunteers.
- Volunteers are NOT permitted to set up virtual connections with residents on their own without the coordinator.

Guidelines for virtual programming:

- If the virtual platform you use allows for residents to make comments, please ensure that these comments are monitored by staff prior to being posted.
- If using zoom, please be sure to turn off the private chat function so that users may NOT chat with each other without staff oversight.
- Make the virtual programming times explicit. *For example: You may sign up for a 20 minute time slot for homework help between the hours of 2pm and 5pm Monday through Thursday.*

- Coordinators need to set up the Zoom meeting. Coordinators may set up multiple zoom rooms and allow volunteers to connect one to one with a resident in one of the individual rooms. This will allow the coordinator to “check in on” the individual rooms, thus providing some oversight.

Attendance:

- Staff should take attendance for virtual programming and enter it into ETO.

Boundaries:

- Staff should wear their CBC nametags while onscreen with residents.
- Keep contact within official digital sessions
 - Connecting with residents digitally must always be through sessions facilitated by CommonBond staff. Do not arrange other un-facilitated digital sessions, or otherwise exchange contact information with residents.
- Maintain a neutral background during a digital session
 - When in a digital session, be somewhere with a neutral background that limits the amount of personal information you are broadcasting.
 - Choose somewhere with a wall behind you- Avoid long shots of rooms, hallways, or doorways behind you
 - Limit personal items that are onscreen
 - Try using the Zoom “virtual background” feature as a catch-all solution
- Maintain a stable background during a digital session
 - Keep your computer or device stationary- Do not give tours of your home, and discourage residents from doing so in turn.

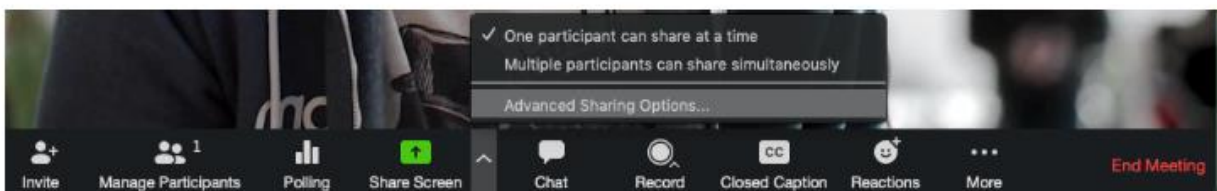
Reminders to share with residents when announcing new virtual programming:

- Residents may NOT use on-site computer labs. These programs are only available to those who have their own access.
- At this time, CommonBond is not able to provide devices for residents. Staff can share Internet resources with residents (see resource lists on Connections).

Zoom-specific guidelines:

- Ensure that you are taking the following steps to protect your meetings:
- There are additional privacy tips (including the use of passwords) here: <https://blog.zoom.us/wordpress/2020/03/20/keep-uninvited-guests-out-of-your-zoom-event/>

To prevent participants from screen sharing during a call, using the host controls at the bottom, click the arrow next to Share Screen and then Advanced Sharing Options.



Under “Who can share?” choose “Only Host” and close the window. You can also lock the Screen Share by default for all your meetings in your web settings.

- [Disable private chat](#): Zoom has in-meeting chat for everyone or participants can message each other privately. Restrict participants' ability to chat amongst one another while your event is going on and cut back on distractions. This is really to prevent anyone from getting unwanted messages during the meeting.

Try the Waiting Room

One of the best ways to use Zoom for public events is to enable the [Waiting Room](#) feature. Just like it sounds, the Waiting Room is a virtual staging area that stops your guests from joining until you're ready for them. It's almost like the velvet rope outside a nightclub, with you as the bouncer carefully monitoring who gets let in.

Meeting hosts can customize Waiting Room settings for additional control, and you can even [personalize the message](#) people see when they hit the Waiting Room so they know they're in the right spot. This message is really a great spot to post any rules/guidelines for your event, like who it's intended for.