Online Participation Guidelines

Keeping spaces online safe

1. Support the Facilitators hosting the meeting by being patient and respectful.

2. Adhere to SAN Safer Spaces Agreement available at
   www.socialartnetwork.org/s/SAN-Safer-Spaces-Agreement.pdf

3. Respect each other's right not to be identified outside of the meeting unless consent

4. Please mute your audio when you are not speaking - this improves the speed of connection and improves focus. If you wish to respond to someone, please raise your hand and the Facilitator will invite you to speak

5. Please don't private message other attendees during the session time.

6. Please be polite, supportive and non-judgmental. Be respectful of one another and non- disruptive. Do not use any discriminatory language.

7. Anyone showing inappropriate content on their screens will be automatically removed from the meeting by the Facilitator. Do not share your screen unless you are invited to.

8. Be mindful of the questions you are asking or the advice you are giving - think about why you are asking them – so as not to cause offence.

9. Try to avoid mentioning any third party in an identifiable manner - including group members, friends, family & healthcare professionals unless you have received their consent

10. Exercise caution in disclosing personal information to the group or other members, for example phone numbers.

11. Please try to stay for the duration of the meeting. If you do need to leave – please let the Facilitator or Moderator helping the session know by using the chat box

How to use Zoom

Before joining a video meeting:

- You will need a computer, tablet or smartphone with video camera and speaker / headphones
- You will need a private, quiet space with a good internet connection, use headphones if possible, to ensure privacy.
- Make sure your device is fully charged as Zoom meetings use up significant battery power.
- Before logging in, consider removing any personal photographs or identifiable objects which would be visible to others in the virtual meeting room
- If you feel anxious about joining a Zoom meeting for the first time, feel free to watch the session on YouTube live or on the SAN website first to get a sense of how it works.

To join the meeting:

- Please prepare your device at least 15 minutes before the session is due to start.
- Click the meeting link you've been sent or paste into your browser. You may be instructed to download the Zoom app. This is safe and you may find it works better / is easier than the browser option. If you do not have Zoom, download and test before the day of the event.
- You can also join without the invitation link by going to http://join.zoom.us and entering the Meeting ID and password provided.
- You don't need to create an account to join but if you do, we suggest registering your name as your first name and initial (e.g. Sally P).
- Now you'll have an opportunity to test your microphone & video.
- Please make yourself a cup of tea and settle in a comfy spot before the meeting starts!
- Once you have joined the meeting you will see a 'waiting screen.' When the Facilitator of the meeting is ready, they will start the meeting. You might see this for a few moments [see screen shot below], you are in the right
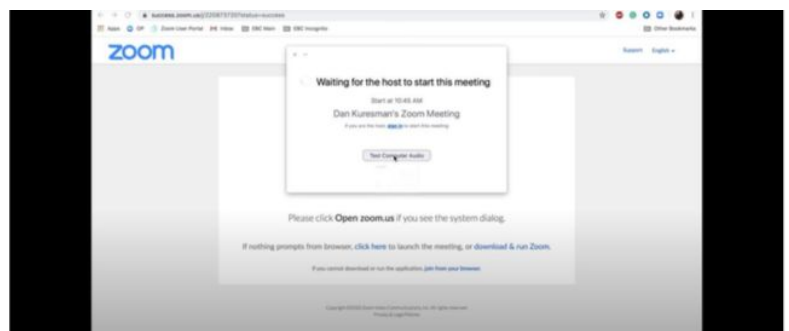
place, so please be patient and wait for the host to arrive.

You can bring up the app toolbar by moving your
mouse to the bottom of the screen (laptop/computer)
/ touching the bottom of your screen (mobile device)

Laptop/desktop view

- You can mute / unmute your microphone (bottom left of tool
  bar).
- The video icon is next to the microphone icon on the bottom left of the toolbar, (we
  may ask people to mute their videos once everyone has joined the meeting and we
  have done a round of names if the platform becomes unstable).
- We recommend using the "Gallery" view so you can see all participants (laptop)
  ("Speaker" view can be quite disorientating; on a browser this option can be found in
  the top right-hand corner)
- On a phone we recommend holding the phone in the landscape position, you will be able
  to see four people at a time, and you can swipe left/right to see who else is there.

Mobile view

- View participant list - this opens out a list so you
  can see who else is in the meeting.

Meeting format:

- The meeting host (Facilitator) adds each individual to the meeting.
- After a name round, the Facilitator will ask all participants to mute their audio unless
  they are speaking. This will also help speed up the connection.
- To be unmuted, raise your hand if you want to speak. This avoids members talking over
  each other and any audio distortion.
- If you would like to respond to another participants' input, we suggest you raise
  your hand so it is clear you would like to speak.
- We also encourage the use of simple physical gestures, such as: "waving" to say hello,
  "thumbs up" to show you appreciate something someone has shared, "nodding head"
  to indicate you agree with the speaker. "prayer hands" to indicate thanks
- You can also use the chat facility to type in any comments to the facilitator and/or
  other members on the call.

Keeping safe on the platform:

- We will announce when recording and streaming starts as part of the presentations and when they have ended. Only the presentations and Q&A will be public, the open forum meetup will be private and will not be recorded.

- Participants cannot download chat or record within the platform itself, but it is possible to privately message other meeting members - we ask everyone to refrain from private messaging during the session.

- Software could always be obtained to record screen activity, but this is a risk that is present at any meeting: recording devices could always be used. We will need to trust that individuals will not engage in this unless permission is gained from all participants at the beginning of the session.

- Whilst we think it is unlikely that a member would choose to share indecent images or anything else which may cause offense, our policy will be to immediately disable their video and remove them from the meeting.

- Only the host of the meeting (lead Facilitator) or the Moderator (SAN rep) can remove other attendees and anyone removed from a meeting by the host cannot re-enter that meeting and potentially future meetings depending on the situation.

- To ensure your privacy when using Zoom please check your cookie preferences and set them to 'Required' only. You can do this via the 'cookie preferences' link at the bottom of the Zoom homepage [see image below]. This is important as it is the opt-out mechanism to prevent Zoom from selling your personal data (see the "Do Not 'Sell' My Personal Information" link at the bottom on the Zoom homepage).

- Please do be mindful about what you share through Zoom meetings – Zoom collects personal data from account holders, from people invited to join meetings and from meeting content when you use the service.

Thanks to Creativity Works and Changes Bristol, who inspired this Zoom guide.