

## **Family Connections Support Group Guidelines for Zoom Meetings**

We co-create a safe and welcoming environment.

### *Zoom meetings:*

1. Please wear headphones if you share a home with others to respect the confidentiality of our meeting. This will also reduce noise "feedback".
2. Please do not let other members of your household see the screen
3. Please mute yourself when not talking. Unmute when you are sharing.
4. Feel free to turn off the video for a break from the screen.
5. If you need to get up, please turn off the video & turn it back on when you return.

### *All meetings:*

6. One person speaks at a time
7. We request confidentiality (e.g. don't mention names or personal details outside of this group).
8. Respect different points of view.
9. Listen to each other.
10. Self-monitor talking time as much as possible (the group facilitator will also monitor to make sure everyone gets time to share). Try to limit to a few minutes each speaking time.
11. Practice empathy.
12. Practice tolerance -- avoid prejudices. That includes avoiding racist or homophobic or otherwise stereotyping or stigmatizing language.
13. Try to be non-judgmental.
14. Use language that helps the group (e.g. avoid derogatory or harsh language).
15. Stay away from acronyms, or explain them.
16. Speak up, when you have a need (e.g. "Please speak louder").
17. Learn from each other.
18. Anybody can raise a topic.
19. Punctuality -- we start and end on time.
20. Avoid "should" statements.