

HOW TO PARTICIPATE

Because of COVID-19, Peninsula has suspended in-person participation for all Peer Support Academy programs until social distancing is no longer required. For now we use Zoom for group conference calls. Zoom allows participants to either call in by phone or participate online. If you do not have a computer or smartphone, you can call in; however, you will not be able to see other participants. No one will be able to see your name unless you share it with Zoom, nor will they see your whole phone number or any of your email address. There is *no charge* to participate. However, be aware that calls do count against cell phone minutes unless you have an unlimited calling plan. Also, your phone carrier will count time spent in the online Zoom groups against your data minutes unless you have unlimited data. You can also use your computer with internet or connect to Wi-Fi to use the Zoom site or the Zoom app you install on your tablet or phone. Talk to staff if you have any concerns.

To join a Zoom meeting by calling in on your phone (no video):

Call in a few minutes before the meeting is scheduled to start. Note- if you have a cell phone, the call will count against your minutes unless you have an unlimited plan.

Dial: 1-213-338-8477, then enter meeting ID: 968 4629 0278; when asked for participant ID, press #; when asked for password, press 8210

To join your ZOOM meeting by computer or smartphone [First you will have to install the app (see below*)].

Log in a few minutes before the meeting is scheduled to start so we can start on time.

To join the meeting, open the Zoom app on your computer or smartphone (or you can go to the Zoom website <https://www.zoom.us>); log into Zoom using your email address and the password you set up. You will then see a page that shows your account. From here you can click on the blue letters that say, "Join a meeting."

When prompted enter the meeting id: 968 4629 0278; Then enter your Password: 8210

You should be connected. You might remain in a "waiting room" until the host puts you in the meeting. Be patient.

***How to set up Zoom for internet-connected computer with webcam**

Open your internet browser and head to the Zoom website- <https://www.zoom.us>. If you do not yet have a zoom account, it is free. Click on the orange tab that says "sign up free." It may ask you to verify your birthdate. Zoom will send you an email to confirm your email address. Log into your email and look for the email from Zoom and open it. In the email, click on "activate my account." It will ask if you are using Zoom for school; click "no." Then you will be able to set up your password (*make sure it is something you can remember*). The next page will say "Don't Zoom alone." You can click the box that says "skip this step."

***How to set up Zoom App for smartphone**

Go to the Apple Store or Google Play Store. Search for and download the Zoom Cloud Meetings app. A search in the App Store or Google Play Store will reveal a lot of products called Zoom, and a lot of other products by the actual makers of Zoom as well. Downloading the wrong app--especially if your meeting is happening soon--can be frustrating.

Please review the Confidentiality and Group Guidelines on the next page. All participants are expected to abide by these guidelines.



NO-COST SERVICES made available through

Shay Cell #: 865-680-3791

A grant from the



Stan cell #: 865-363-7586

SUPPORT GROUPS AND EDUCATIONAL CLASS GROUP GUIDELINES FOR USING ZOOM

To participate in conference call/online peer support groups and classes, all participants are expected to agree to abide by the following:

Confidentiality Agreement:

- **Maintain confidentiality.** Keep to yourself who participates and all information shared on support group conference calls.
- **Call or log in from a quiet and private area** where no one else can overhear what others are saying. This is important!
- **Remember there are limits to what staff can keep confidential.**

Peer Support Conference Call Guidelines

- **Limit your sharing,** so that everyone can participate, if they choose. You can also ask for individual support calls with staff.*
- **Keep comments and feedback respectful, positive and uplifting.**
- **Stay in the present. Talk about how *you* are thinking and feeling *now*.**
- **Let staff know if you need to talk privately** about something it would be better not to bring up in group.
- **Remember that sharing traumatic details can trigger others and that our groups are not therapy.**
- **Focus on solutions,** not just problems.

NOTE: Newly added guidelines

- **If on video-**
 - Be seated at a desk or table or on a chair or couch
 - Avoid engaging in distracting activities while on video. Remember we can see what you are doing.
 - Wear appropriate and modest clothing. Dress as you would if participating in person.
- **Have your materials ready *when you join*.** The group is not able to wait for members to find their handouts.
- **Call or log in *a little before group starts*** so we can start on time, if possible. Wait until you are admitted by Shay.
- **Please mute your phone** when you are making noise or there are noises in your vicinity that would disrupt the call.

Who can participate?

The only requirements to participate in any Peninsula Peer Support Academy programs are that-

- They are 18 or older and want to participate voluntarily;
- They have, at some point in their adult lives, had a mental, behavioral, or emotional condition or disorder that interfered in their ability to function and lasted long enough that a qualified provider could have or did give them a mental health diagnosis.
- They are willing and able to follow Peninsula Peer Support Academy group guidelines (*Newcomers: see attachment*)

Peer Support Academy staff are here to support you through this challenging time. We are in this together.

Let others know that peer support is available to them. The Blount Peer Support Academy number is 865-373-8207.