

Participant Instructions for Joining Zoom Bereavement Support Groups

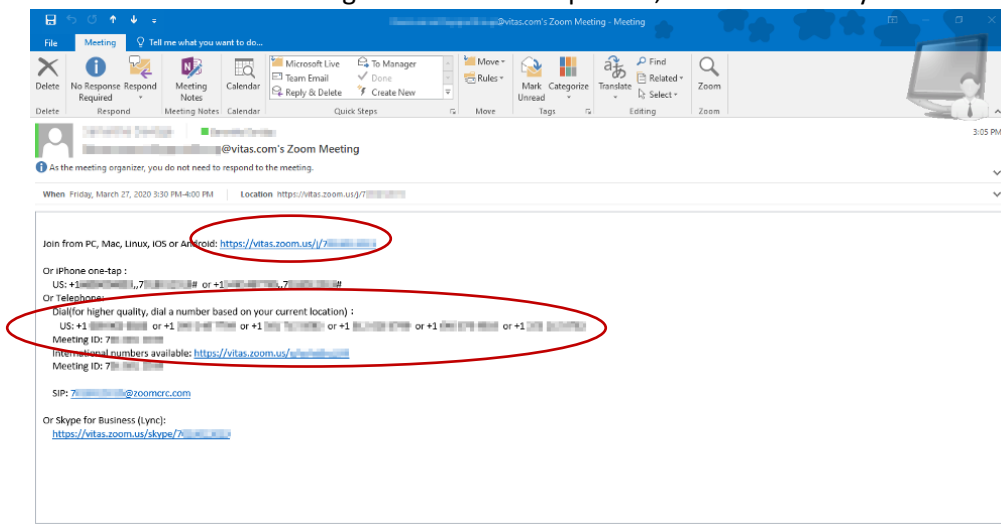
Welcome to VITAS' Zoom Bereavement Support Groups. We are glad you will join us. We have found Zoom to be an excellent platform to get together and share grief information and support. All that you need to join the group is an email account and a device that can access the Internet, such as a computer, smart phone or iPad. Using the camera display (video) on your device is not required, although it is helpful to forming group rapport.

Preparation for the Zoom Group:

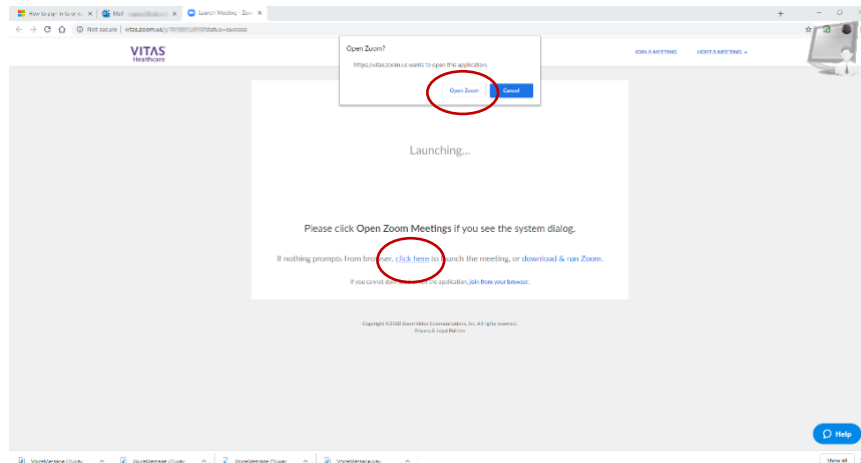
- Be sure you're in a private and quiet area (away from pets, television, other conversations, etc.)
- Use headphones if you have them so people in your house don't overhear confidential information shared in the group.
- Be sure you and your environment are ready to be seen
- VITAS bereavement staff will be in the Zoom meeting 15 minutes before the group to assist.

Steps to Join Zoom Group:

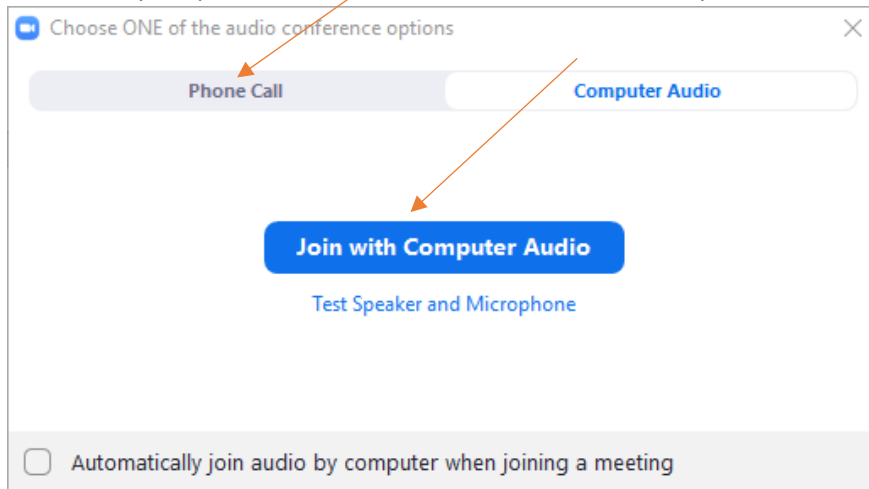
Step One: Before the first group, you will receive the Zoom link via email from the VITAS group facilitator. 10 minutes before the start of the group, click that Zoom link to use your device to view and listen, or alternatively, just listen by phoning in using the number as shown below. By phone, you will be asked to enter the Meeting ID and the Participant ID, both followed by #.



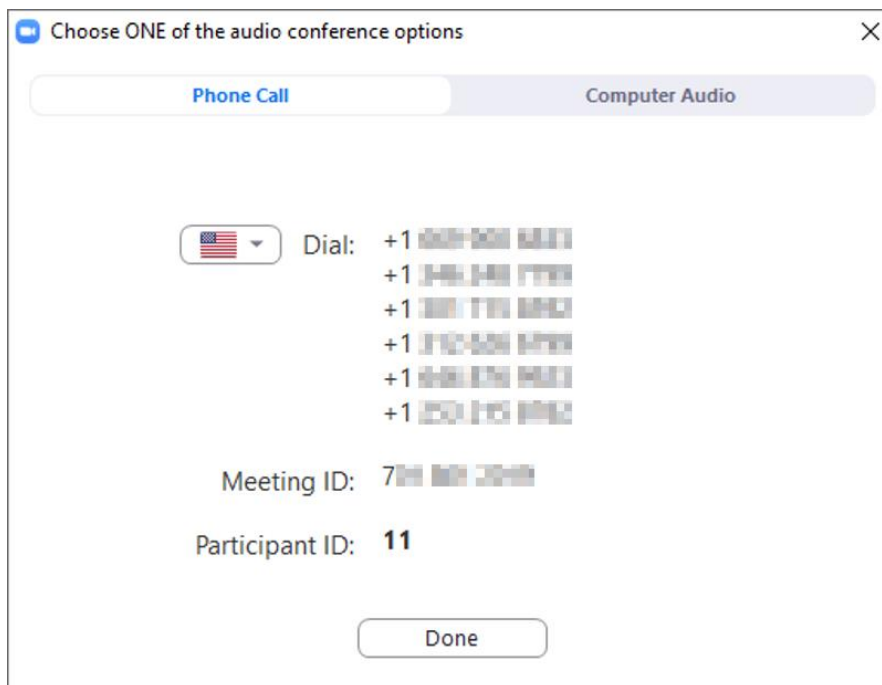
Step Two: You will then see this screen. Click either area to launch Zoom Meeting



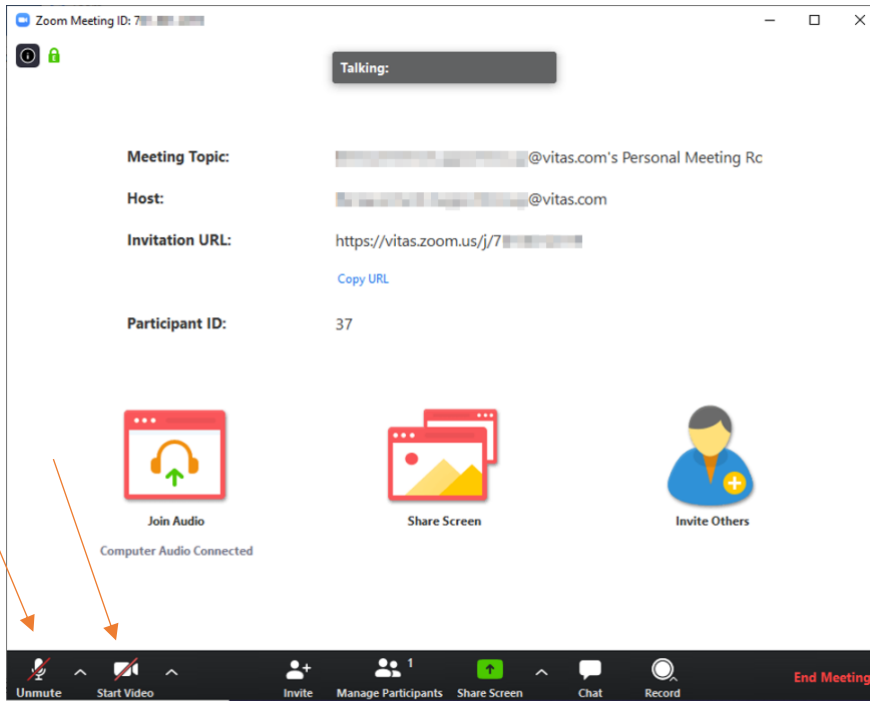
Step Three: Select your preference to Join with Phone Call or Computer Audio



If you select to join by Phone Call, several telephone numbers will be listed. Select the first or second option. Enter the Meeting ID and Participant ID, both followed by #. Then click Done.

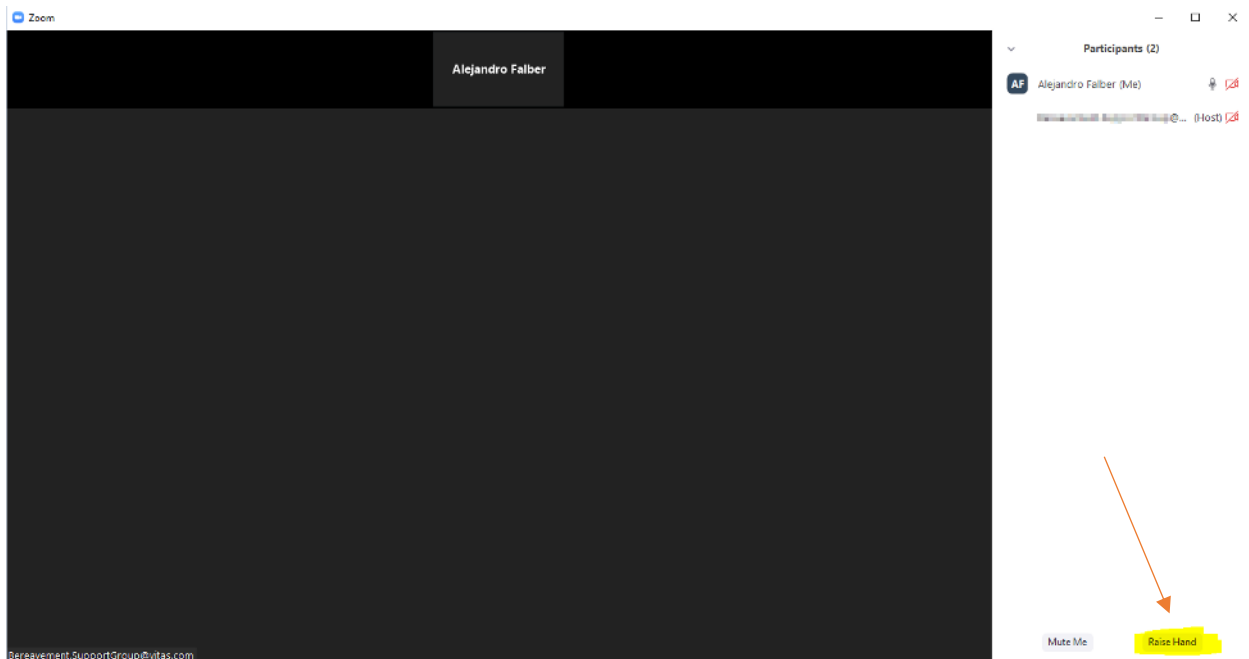


Step Four: Once in the meeting, this is the screen view. The audio (microphone symbol) and video (camera symbol) in the bottom left-hand corner of the screen will be disabled when you first enter. Once the facilitator enables these features, you can operate them according to your preference. Click the microphone (audio) to unmute. Click the video (camera) to enable viewing others in the meeting.



Step Five: Additional Features you can choose to Activate:

- **Raise Hand:** This feature allows the facilitator to see that you have a question or comment. To locate, click on "Participant" at the bottom of the screen. You may have to toggle over this area to activate it. Move your cursor towards the bottom of the Participant list until you see the "Raise Hand" icon. Click it and a hand will appear next to your name. Once your question is addressed, click the icon again to lower your hand. Please note the **Chat** feature has been disabled.



- **Gallery View/Speaker View:** This icon is located in the top right corner of the screen. Again, you may have to toggle over this area to activate it. Speaker View allows you to view whoever is speaking. Gallery view allows you to view all attendees.

