



Guidelines for getting the most out of attending Carers in Hertfordshire Support Groups

Our groups run online and at venues. You can get the most out of your time at the group by following these guidelines:

- Confidentiality is particularly important. We should show respect for the privacy of carers and the people they support. Think about whether you are ready to share particular information in a group setting. We do not advise you to share emails and telephone numbers.
- We all have a responsibility to share our concern about anyone's safety with Carers in Hertfordshire. Carers in Hertfordshire will explore what extra support can be offered to carers in this situation.
- Please be ready to tell the leader of the meeting your full name for our register.
- Keep your mobile phones on vibrate and take calls out of room or put yourself on mute on zoom
- Listening – taking turns, giving everyone a chance but it is good to speak and share too. On zoom you can use the chat option  and use the raised hand button  or physically put your hand up. Sharing tips is good but avoid sharing personal details.
- Our meetings are for carers only to give them a break from caring. If you are on zoom it is ideal to be in a separate room away from the person you care for and/or use headphones. If you need help to find a break from caring please contact our Information and Carer Planning Service to get advice.
- We understand that due to the demands of caring you may have to arrive late or leave early. This is not a problem. Just take a seat or put a message in the chat or let a volunteer know when it is convenient.
- Avoid discussing controversial subjects such as political parties and religion.

You can contact Carers in Hertfordshire during normal office hours on 01992 58 69 69 or email contact@carersinherts.org.uk.

An Introduction to Using Zoom

This factsheet will show you how to:

1. Join a meeting set up by someone else

1. Joining a Zoom Meeting

You can be invited to attend a meeting by email, text message or instant message. The message you receive will be something like this:

Dear Carers,
Thank you for booking a space at our Evening Carers group this evening at 7pm.
Here is a reminder of the zoom link to join the meeting:
Topic: Evening Carers Group
Time: **May 11th, 2022** 07:00 PM London

Join Zoom Meeting
<https://us04web.zoom.us/j/10000000000000010>

Meeting ID: 835 6067 6161
Passcode: 596301

I look forward to seeing you
Best wishes...

To join the meeting click on the hyperlink

In the example above this is :

<https://us04web.zoom.us/j/10000000000000010>

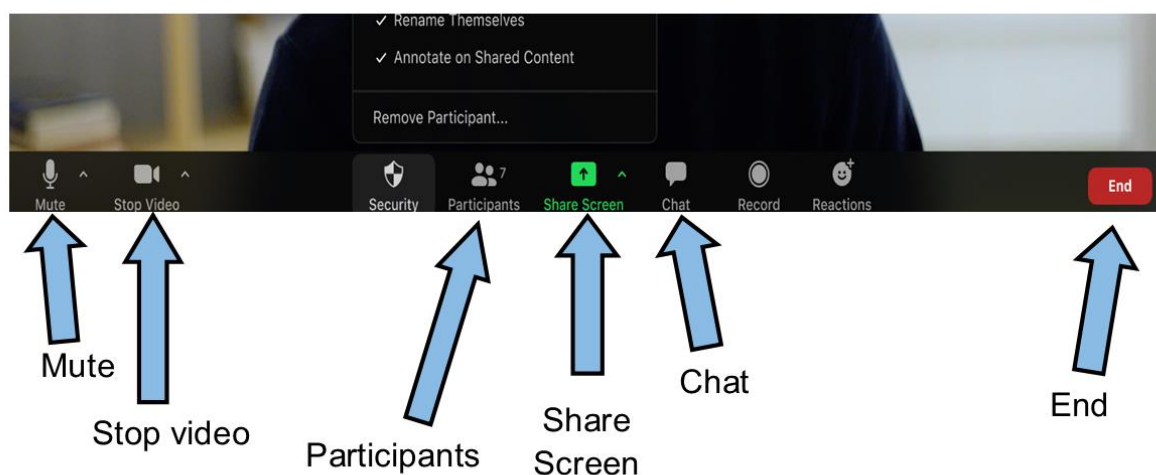
- You will be asked permission to download the app software. You need to tick 'agree' and the app will take a minute or two to download to your device.
- The app will then open (or ask permission to open if you already have it installed). Agree to this too.
- A window will then open on your screen.
- The app will ask your permission to use your microphone and camera. This will allow others at the meeting to see and hear you.

When you join a Zoom meeting a window will open looking like the one below.



There are images in a gallery at the top of the screen which show the other participants at the meeting and the main image is of the person joining the meeting.

Along the bottom of the screen there is a toolbar.



Mute: Selecting this will allow you to mute yourself so others can not hear you. This can be helpful if you need to attend to another task at home or have a private conversation with someone outside of the meeting.

Remember to unmute yourself (by selecting it again) when you are ready to re-join the meeting. Sometimes the host may mute you so others in the meeting can hear the speaker without background noise.

Stop Video: This allows you to stop your camera from showing your image and other items behind you. It works in a similar way to mute but is relates to visual rather than audio sharing.

Participants: Shows you who is also attending the meeting.

Share screen: This allows you to share something else that you have open on your own personal desktop. This could be an image, document, video, etc. This can be useful in training sessions.

Chat: Allows you to send a message to all participants or just a selected member(s) .

End: This allows you to end your video call or group meeting. If you are hosting the meeting you will have the option of ending the meeting for everyone or just yourself.

Worth noting:

The look of the app and the positions of icons and tool bar may look slightly different depending on what device you are using. You should however have all the same functions so just have a look around the screen for the same icons.