



COVID -19 Online Education Presentations

April 20th 2020

Tēnā koutou katoa

Education sessions for people with dementia and families can be delivered online where people have the necessary technology and when physical distancing is necessary in the COVID-19 environment.

This information provides guidance about the best principles for delivering online education. The information sheet should be read in conjunction with the information on [Setting up Zoom for online support](#) and [Evidence at a Glance Issue 3: Effective information support programmes for care partners.](#)

Preparing

- Identify all families/whānau who have access to the internet and suitable devices and would like to engage with online education.
- **N.B.** Through this process you will identify families **without internet and computer access** who want education about dementia.
 - Provide hard copy (physical) education resources and go through the materials by phone.
 - Provide the opportunity to network and learn with others (an important aspect of the education groups - see *Issue 3 Evidence at a Glance*) through a regular teleconference.
- Staff - developing competency in accessing and using Zoom.
 - Check your organisation has a Zoom subscription - see Plans [here](#). Recommend Pro (for small teams -get unlimited time for group meetings - free Zoom account group sessions are just for 40 minutes).
 - Practice setting up a session – check advanced settings and use the security features you think are necessary for your session -see You tube presentation [here](#) called *Zoom 101: Securing your Meetings & Virtual Classrooms*.
 - Invites can be sent by sending the meeting link by email or by calendar by adding participants emails.
 - Watch [You tube](#) video on basic meeting controls.

- Practice using share screen for presentations - windows that are open on your computer screen can be shared with participants so you can present a session in a similar way to a face to face session.
- Provide technical support to your participants who have not used Zoom before or do not have family to help prior to the education session.
 - Send an email with information about the process and a Zoom session link. Talk them through the process by phone about downloading software and following the instructions until they get into zoom.
 - When in Zoom get them to run their mouse over the Zoom screen to highlight the tool bar. Go through how to mute the microphone unless they are talking, enabling (or not) the video function, the chat function which is useful for asking questions while the presenter is talking and how to leave the meeting.
 - Ask them to run their mouse over the top right of the Zoom screen and move between gallery and speaker view.
- Check if there are sensory barriers - hearing and vision.
 - Can link the computer screen to the TV screen using a HDMI cable resulting in much larger screen and better sound. Headphones are also useful for improved sound.

Resourcing

- Review your education materials and adapt for online presentations. The challenge, as compared to face to face presentations, is keeping people's attention.
 - Plan your online courses (**Living well with dementia; Supporting people with dementia**) based on the relevant information books, the [Alzheimers New Zealand Dementia Services and Standards: Education Programmes Guidelines](#) and the [Supporting Family & Whānau of People Living with Dementia Education Guidelines](#)
 - Develop an equivalent online programme (i) of short sessions (no more than an hour), (ii) delivered over weeks rather than in blocks, (iii) with limited topics per session, (iv) and follow up by email where clarification/consolidation required.
 - Check all participants have a hard copy of the relevant course booklet.

- Adapt existing material to online delivery - i.e. Present in short chunks in 10 -15 minute blocks with a range of activities.
- Make power point slides brief – people read before listening.
- Vary the activities to keep participants engaged (Present, discuss, have a break, show a video, have an activity where you go around the group and get feedback about a specific question/idea).

Presenting

- As meeting host be ready 5 - 10 minutes before meeting time.
- Think about your online presence - need to engage the group - warmth, humour and sensitivity to your groups' needs and anxieties go a long way.
- Dress as you would for a face to face session.
- Set up in a quiet room where there will be no interruptions including pets.
- Sit so your face is brightly lit with a plain background, and framed so head and shoulders are on the screen with the camera at eye level.
- Speak to the camera so the group feels you are directly talking to them.
- Present at usual pace but check with the group more often than in face to face sessions about how the session is going. The usual communication cues such as body language are missing when online.
- Develop a group etiquette as part of your first session. Read [*Top 10 Tips for Good Zoom Hygiene and Etiquette in Education.*](#)

Ko ngā pae tawhiti, whāia kia tata;
ko ngā pae tata, whakamaua kia tina.

Make the far horizons accessible;
make the near ones secure.

