



COVID -19 Setting Up Zoom for Online Support

March 20th 2020

Tēnā koutou katoa

Providing groups and individuals with online support is one way of providing ongoing support and information when physical distancing is necessary in the COVID-19 environment.

This information sheet provides guidance about setting up Zoom technology for online services – start now in preparation to moving from more physical services to an online delivery of some services.

Research

- Ask all families/whānau about their IT resources.
 - Do they have a computer/smart phone/tablet with microphone, camera and internet access?
 - Do they have an email address?
 - How confident do they feel about using their technology?
 - Work through your members and keep lists of those that can be supported online.
- Families without internet and computer access will need telephone and additional support through other means.

Organisational resources

- Staff providing online support will need laptops or tablet devices (so they can work at home if necessary) with a camera and microphone.
- Zoom access. See Plans [here](#). Recommend Pro (for small teams -get unlimited time for group meetings – create a shared login). Free zoom account group sessions are just for 40 minutes.
- Free Zoom works well for one to one sessions and so individual staff could set up their own personal Zoom account, at no cost, for this purpose.

Getting ready - staff and family/whānau training

- Staff may need training to use [Zoom](#). Full instructions can be found [here](#).
- Staff may need to work with families initially to help them use zoom with instructions such as:
 - Click the email/calendar link.
 - Give permission for the Zoom programme to access your computer as requested.
 - Make sure your video and microphone are on (have to glide mouse over the bottom on the Zoom screen to see controls).
- Ask for help if you get stuck – people around you will be familiar with the programme. Alzheimers NZ advisors can do a tutorial with staff on zoom if required.

Support services you can provide on Zoom

- Normal support group meetings for carers and people with dementia.
- Regular pop in zoom meeting times for anyone who wants to hang out – people with dementia and carers (loneliness will be hand in hand with physical distancing).
- Cognitive Stimulation Therapy (CST) Groups – Organisations who wish to provide these might want to work together to develop online friendly activities for groups or individuals.
- Advisors can schedule individual meetings with clients by Zoom.

Client education activities

- Education programmes can be delivered/recorded online using the share screen function to display power points and other documents.
- Think about scheduling - about an hour with time for discussion. It is best to plan for shorter, more frequent sessions than with face to face teaching.
- If people are at home and bored it is likely your education will be very popular.

Getting started

- If you haven't used Zoom before try it out with other staff/family.
- Let Alzheimers NZ Advisors know if you need a Zoom session running through basic features. Try it out first – learning by doing is a great way to remember the programme features.
- Get a trial online support group going when you have got used to the programme – start with members too vulnerable to come to physical meetings.
- Remind your people with dementia who are able to use zoom about the [Dementia Alliance International](#) peer support groups.
- You will need your own kaupapa (principles) around how to participate in online support groups. Dementia Alliance International has developed an excellent guideline [here](#).

