

## Protocols for Online Center for Courage & Renewal Programs

Our goal is to recreate, as closely as possible, the conditions that make an in-person Courage & Renewal program a trustworthy space for engaging in reflective work. What follows are some general protocols for participants in our online programs.

### Hardware & Software Requirements

- **An Internet connection** – WiFi (a/g/n/ac) or wireless (3G, 4G/LTE, 5G) with bandwidths of 600kbps/1.2Mbps (up/down)
  - to test your internet connection speed: <https://fast.com/>, <https://www.spectrum.com/internet/speed-test>, or any other “speed test” you find on Google.
  - Connecting to your router with an ethernet cable, if possible, is more stable.
- **Webcam** - most laptops, tablets and phones have a webcam built-in, but you can purchase a webcam from any number of online retailers: <https://www.t3.com/au/news/best-webcams>
- **Headphones or earbuds** (optional if you are in a private space; otherwise required if you are sharing space to assure confidentiality). (Optional) Bluetooth wireless speakers and microphone.
- **Install the Zoom app on your phone.** If your technology fails, turn to your phone. You can join the Zoom video call from your smartphone. Failing that, you can connect to the audio using the Zoom telephone numbers listed in your invitation.

**How to Join Zoom Meeting:** <https://youtu.be/vFhAEoCF7jg>

**Zoom Features:** During the sessions, here are some additional features that we may be using:

- **Zoom Account:** your name will be visible to the host as you sign in, so please let the host know if you are using someone else’s account so we will be able to identify you. Since this will serve as your “name tag” for our sessions, please be sure it accurately identifies you; please also include your town and country of residency after your name. I.e. John Fenner, Brevard, NC, USA. If you need to change your name on zoom - please see the last page of this Protocols Document for Instructions.
- **Audio Settings:** Click on the microphone icon on the bottom left corner of your screen to mute or unmute your audio. Click on the little arrow next to the microphone icon to check and test your audio settings. If you join by computer as well as phone, please sync the two by going to your audio settings and selecting

“Switch to phone audio” and follow the prompts by dialing the number and inserting the call ID and password.

- **Video settings:** Click on the video recorder icon to start and stop your video. Click on the little arrow next to this to adjust video settings/ virtual backgrounds. In video settings, choose the option of being able to see up to 49 participants in Gallery View if this is available on your version of zoom.
- **Gallery View or Speaker View:** Once logged into zoom, there is a ‘view’ button in the top right corner of the screen. There are times when you will wish to see the faces of all your fellow participants. For this, select Gallery View (also known as ‘Brady Bunch’ view), where everyone’s faces appear like mosaic tiles. If the ‘tiles’ are rather small, you may wish to change at times to Speaker View to better see those who are speaking.
- **Chat:** Clicking on the chat box will bring up a sidebar to write in questions/comments and read what others are saying. In the world of zoom meetings, the chat function is indeed a useful tool. In our sessions, however, we will make use of the chat only if necessary to clear up technical issues e.g. if you are having problems with your audio. We ask this so that everyone can remain present and attentive. If the chat screen takes up your full computer screen and you can’t navigate to other windows, go up to the very top of your screen to the bar titled “View” and click the little down arrow to the right of that word. Then click “Exit Full Screen” and the chat window will be minimized so you can navigate to other parts of your computer.
- **Raise Hand:** use the "Raise Hand" function if you have a question or would like to comment. Facilitators will also be looking for mics being unmuted.
- **Breakout Rooms:** We will be using breakout rooms where we can either assign participants to small groups or allow random assignments
- **Screen share:** At times we will share our facilitator screen to show a Powerpoint slide.
- **Recording:** Please know that sessions **will not be recorded**. This is part of honouring the confidentiality of the space.

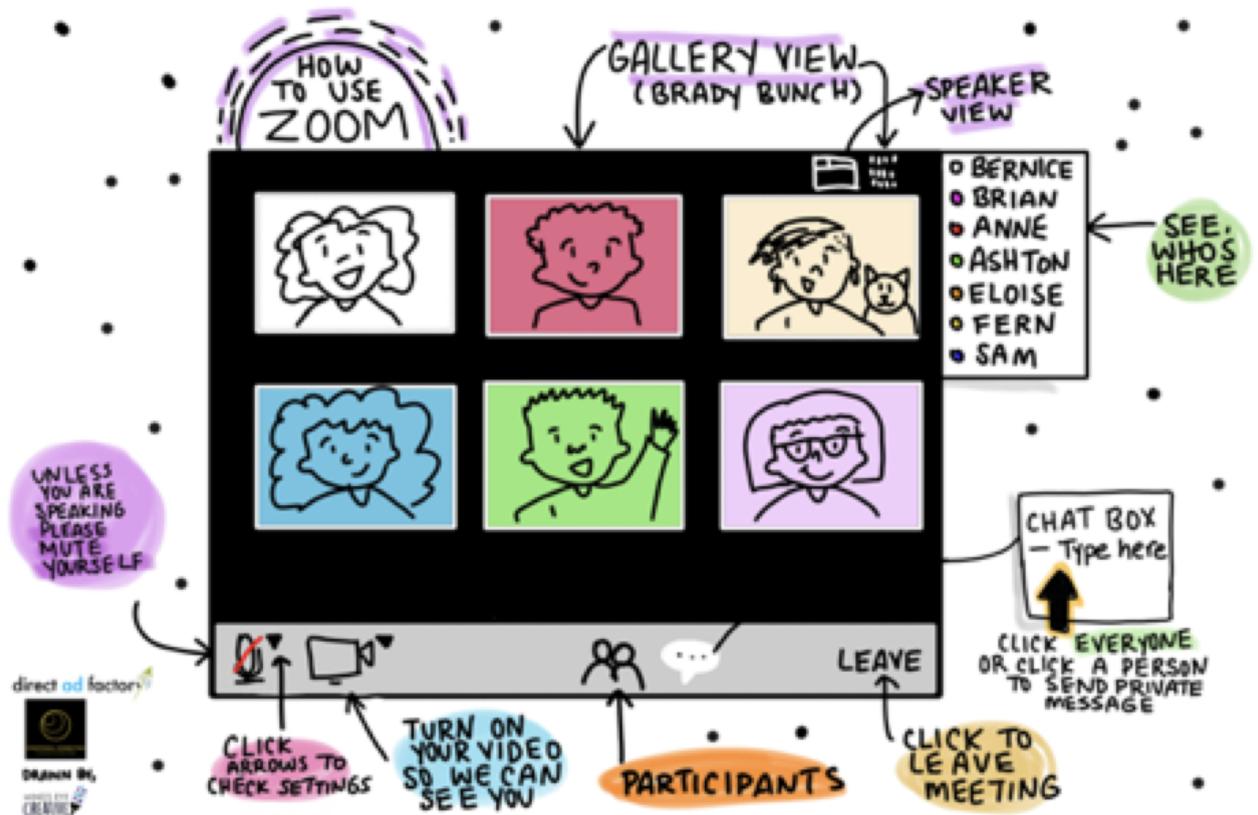


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<https://www.mindseyecreative.ca>

### Your pre-session checklist (to be completed in good time before the session)

- Check that your computer is working, that the video, microphone and speakers are all live, and that you have a power cable available and/or plugged in.
- Pay attention to the “background” of your setting as that will be seen by other participants.
- Make arrangements with others with whom you’re sharing your space/home that they’ll leave you undisturbed during the session. In addition, in order to protect the bandwidth for your call, encourage them not to engage in high-bandwidth use activities while you are online (like live streaming etc) which can affect the quality of your link to Zoom.
- Turn off all other applications and notifications that connect to the web (like Skype, Facebook, Texting, etc.) to get the best connectivity and to avoid the distractions of texts, email, social media, etc.
- Have your phone nearby (and fully charged if it’s a mobile) in case of technical difficulties. Make sure the Zoom app is installed.

- Have a copy of the local telephone number(s), meeting ID and password for the session (these all appear on the invitation)  
<https://us02web.zoom.us/j/kHszZms66>
- Make sure your personal needs have all been addressed and you have what you need to hand (journal, paper, pens, water/drinks/snacks, cushions, medication etc).
- Make arrangements for any pets so they won't be distracting for yourself and others.

### **Considerations for staying present**

- Keep the session time free from other appointments, meetings, discussions, phone calls, texts etc.
- To maintain the confidentiality of all participants, find a private space inside your home, or outside your home if possible (more challenging in this time of physical distancing). If this is not possible use earbuds or headphones.
- Let your family, partner, other housemates know in advance what you are doing and the kind of space you may require during the sessions.
- Arrive 15 minutes in advance so that you can settle yourself before the session begins.
- Make your space comfortable, clear your desk of papers and distractions. You may want to light a candle, have a view to the outdoors, plant or other special object with you that will help you stay present and attentive to the centre of the circle.
- **During breaks and times for reflection** try to avoid engaging in household or work-related tasks (i.e. cleaning, checking e-mail, etc.).

### **If you encounter technical problems...**

- It's important to recognise that there can be technical difficulties - in just the same way as we might encounter busy traffic or have an accident on the way to an in-person circle or retreat. It happens – how we respond helps make the difference.
- If you have troubles in the 15 minutes before the zoom starts, please send an SMS to the tech support person for that particular call. These details will be provided in advance of each session.
- Signing out of the call and signing back in can solve many problems.
- If you encounter problems whilst on the zoom, please send a message in the chat.

- Rather than going around in circles trying to problem-solve once the session is in progress, just switch to your phone. Your presence in the session (however you achieve this) is more important than spending time weaving in and out of a traffic jam.
  - You have the option of clicking on the zoom link from your phone and joining the call with video and audio.
  - If this doesn't work, you can dial in using the local phone numbers provided in the zoom invite.
- Print out the local phone number(s), meeting ID and password before the session and have them to hand so you're prepared.

### **Zoom etiquette**

- Mute your audio when not talking, otherwise feedback and background noise will be picked up by the microphone (typing, shuffling papers, dog barking etc).
- Turn off video if you need to stand up or leave the space so your movements or absence are not distracting to the person speaking or those listening.
- Make sure you have good lighting and are not backlit by a window, otherwise your image will be in shadow.
- Set up your webcam so that it is roughly eye-level and your head and shoulders are in the frame. It is so much nicer to see full faces rather than tops of heads or up people's beautiful noses.
- Be mindful of what can be viewed in your background. You may also wish to apply the 'blur' virtual background in Zoom as this is quite subtle. Other virtual backgrounds can feel quite disembodied and are best avoided.

### **Security**

- CCR Facilitators have taken measures to provide for the security of the online session according to the latest recommendations.<sup>[1]</sup>

### **Some reminders...**

- All sessions will start at the times that we announce, so plan to join 15 minutes ahead of the scheduled start time. This means being ready to start at the appointed hour - so your computer needs to have been set up, you have gone through any unexpected updates, and you need to be signed into Zoom. This also allows you space to ready your heart and mind for the session.
- Once again, write down or print out the local phone number(s), meeting ID and password for each session. If your computer has problems, don't try to fix them during our time together; just call in on your phone. You're needed in the group! - solving the technical problem can wait.
- That said, do use a computer or lap-top as your first choice for logging in, and not a phone or tablet. Some features of Zoom don't work so well on mobile devices,

and bandwidth issues are often compensated for with the greater power of a computer or laptop.

## **How to Change Your Name While in a Zoom Meeting**

### **On a Computer and Phone**

When you join a Zoom meeting, sometimes you will need to change your name in the meeting so the host (instructor) will know it's you. It is important to share your first and last name with the host so they can admit you to the room if they have a waiting room enabled and so they can take attendance, if needed. We recommend that you use your first and last name when you rename yourself in Zoom meetings.

#### **On Computer (Mac and Windows)**

1. During your Zoom meeting, click Participants at the bottom of your screen.
2. A list of participants will show to the right. Hover the mouse pointer over your name until you see the option More.
3. Click More and select Rename.
4. In the pop-up box, enter your first and last name and click OK or Rename to confirm.

#### **On Phone (Android and iOS)**

1. During your Zoom meeting, tap Participants to bring up the list of participants in the meeting.
2. Find and select your name from the list.
3. When prompted, select Rename and enter your first and last name.

If you have not installed the Zoom app for your mobile device, we highly recommend that you do. The app is available for Android on Google Play and for iPhone on the App Store.

### **Useful videos**

Joining a meeting: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

Joining a meeting by phone:

<https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>

Quickstart for new users:

<https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>

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[1] <https://www.zdnet.com/article/make-sure-your-zoom-meetings-are-safe-by-doing-these-10-things>