

BEST PRACTICES FOR VIRTUAL SERVICES – CHILDREN, YOUTH, AND FAMILIES

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FIRST THINGS FIRST



OUR PANDEMIC STORY



OUR SERVICES DURING THE
PANDEMIC



WHY VIRTUAL SERVICES ARE
MORE IMPORTANT NOW THAN
EVER

GETTING STARTED

Your organization's value

Define the goals you need to meet

Organize Virtual Activities to meet those goals

- (Don't start with this step)

PATIENCE, FLEXIBILITY, GRACE

- Practice with your friends first
- Make a solid plan and expect disaster
- Adapt, change, grow – within each program and the program plan

- How our Youth Programs have changed
- Our approach to camp 2020



DEFINING YOUR CHANGING AUDIENCE

The Funnel Approach

- Everybody
- Some
- Niche

Ideal Group Size

YOU NEED A LOT OF MANPOWER

- Other Volunteers
 - Finding Volunteers
- Examples of EFNE Volunteers in the Virtual Space



PURPOSE: WHY DO PEOPLE PARTICIPATE

Connection

(Not Activity)

Education

GETTING PARTICIPANTS STARTED IN SOCIAL GROUPS



OUTREACH IN
MULTIPLE WAYS



REMINDER



THE FIRST TIME
SOMEONE JOINS



INTRODUCING NEW
MEMBERS TO
ESTABLISHED GROUPS

SCHEDULING



Time of Day



Day/s of Week



Consistency

MOST POPULAR ACTIVITIES AT EFNE



YOUNG LEADERS



KIDS CONNECT &
CAMP



ADULTS

EMERGENCY RESPONSE PLAN



2 "STAFF" OR TRAINED
VOLUNTEERS/MEETING



BREAK OUT ROOMS



EMERGENCY
CONTACTS

PLATFORMS

- Zoom (meeting vs webinar), Go to Meeting, Uberconference
- Breakout Rooms
- To Chat or Not to Chat
- Pre-Registration
 - Media Release
 - Social media
- Privacy/passwords
- Recording
- Engagement Features
- Practice, practice, practice

RUNNING A MEETING

Prepare for the Meeting

Reminders

Sign on Early

Waiting Room

Launching – the first 5 minutes

Have a Plan and Prepare to Adjust

FACILITATOR BEST PRACTICES I



Face & lighting.

in front of your face,
not behind
Centered



**Select the
quietest
room/location
you can find.**



**Turn off anything
making noise in
the background
(TV, radio,
appliances).**



Pets



Kids



**“feedback” from
2 devices**

FACILITATOR BEST PRACTICES II

- Nonverbal body language
- Arrive early
- Redirect the conversation or mute participants as necessary. This may feel rude at times, but it is necessary to manage a good online experience for the group. Avoid allowing a single member to monopolize.
- Facilitator should talk 30% of the time and listen 70% of the time.
- Encourage others to participate by using their names or the side chat bar to encourage them to answer questions.
- May need a plan for participants to indicate they'd like to talk (by raise hand)
- During some groups, like business meetings, it is common etiquette to mute yourself when not speaking and this may be necessary. Kids do not like to be muted. They get quite upset and bored when silenced. If it becomes necessary, explain why and make sure to quickly take turns sharing a "spotlight" screen.

MORE BEST PRACTICES



Make Time for Small
Talk



Allow Everybody to
Share



Even in Large Groups
with Yes/No, One
Word Answers



Welcome Newcomers

NEW SOCIAL SKILLS FOR EVERYONE

- At home, make sure the individual is taught some of the rules of a virtual meeting and what to expect
- Allow children or others with attention challenges to participate in virtual programs for a designated period of time (following group rules and virtual social norms) and then choose whether or not to continue. Be sure the group leaders are aware and be sure the participant says goodbye to the group at the end of their visit.
- Ask the participant how they enjoy seeing the screen. Consider allowing them to choose to focus only on one person as the spotlight, even if that person is not the speaker.
- For some people, especially more shy people, watching themselves on the screen is intimidating. There are options that allow you not to see your own screen.

MORE NEW SOCIAL SKILLS FOR EVERYONE

- Connecting your computer to a larger screen, like a television and mirroring zoom, makes it significantly easier for individuals with attention issues or developmental delays to focus - and for all – to participate in experiential activities like learning to dance.
- Individuals with anxiety or developmental delays are most successful with experience based activities where they do not have to actively interact with other clients for the entire duration of the program.
- Non- or less verbal children can still enjoy the interaction by hearing familiar voices, music, stories and tactile activities, especially if siblings or family members are included.

FOLLOW-UP

Stay connected via
social media

Tik Tok!

Check in and Check
Up

BREAK OUT SESSIONS

Summer Camp
– Sarah

Support Groups
& Teen
Programs –
Chanda

Other – Susan



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