

## **St. Jude's Brain Injury Network Telehealth/Hybrid Group Rules/Protocols**

The Acquired Brain Injury Community Education Sessions (CES) is a brain injury informational event that is open to survivors of brain injury of any etiology (e.g., traumatic, stroke, infection, tumor, anoxic) and their direct family caregivers to share information and provide opportunities to develop a shared community. These sessions are educational that incorporates empirically supported social supportive that is rehabilitative in nature. The group is not intended to be a clinical support group but does provide some limited opportunity to share and discuss issues presented with others affected by brain injury. The facilitators are staff and volunteers. The facilitator will respond first to the live conversations and then whenever possible, the in-group text chat. We apologize in advance if we've missed your raised hand or your text chat, please help facilitators by pointing out any missed comments.

Occasionally, there will be professionals who provide brain injury-specific therapeutics who will be invited to speak. These will be announced ahead of time both in our weekly newsletters and in prior groups. **Presentations WILL BE RECORDED** so that the education/information can be made accessible to other survivors and caregivers who are unable to attend. Therefore, if you would like to maintain your privacy, please **TURN OFF CAMERA** and **restrict your questions to only chat**, so that your likeness will not be recorded.

By accessing and attending the groups, you are agreeing to the terms and conditions discussed in this document. Should you have any questions, please forward any inquiries to [Daniel.Ignacio@stjoe.org](mailto:Daniel.Ignacio@stjoe.org)

**1<sup>st</sup> PART PRIMARY GOAL/PURPOSE:** To provide a platform to disseminate brain injury information, helpful therapies, strategies, tips/tricks, share contacts and to provide a central place for education and resources! We will be reviewing our weekly newsletters are sharing referrals and local resources. **This 1<sup>st</sup> part is open to the public and can be accessed by any survivor or their caregivers.**

**SECONDARY GOAL/PURPOSE:** To share successes and encourage socializing and interaction. During this socialization period, our role is to take this time to review the chat and answer any salient questions. **This 2<sup>nd</sup> part is open to only survivors who have registered with the program. To register free, please complete the form (10 minutes) here at this link**

<https://forms.office.com/pages/responsepage.aspx?id=hpAxLiaao0aGX2Fb7VdnhlKT-lvNaQtKlh1078C15x5URE5KTUNTIV0RMM1hHQ05PNzU0T1Q1TDM2OSQIQCN0PWcu>

## Structure of Groups & How to contribute:

1. Sessions will be 2 hours and open with a broad question to the whole group
  - a. If you would like to contribute, please **raise hand function** “virtually” (strongly preferred)
  - b. Facilitators will do their best to get to every person, please continue to do so until acknowledged so no one is missed (your input is valuable!)
  - c. We try to give **everyone an opportunity** to share, there will be frequent points where a general opportunity will be posed to group.
  - d. We may **choose to share or remain silent**, please do not feel pressured/forced to share.
2. **Please minimize distractions, interruptions, or talking over others**
  - a. If you would like to agree with someone, please give a “thumbs up” or use the reactions available through zoom.
  - b. If you would like to make a related comment to the topic discussion at hand, please “raise hand” either in person or through Zoom.
    1. Please hold any contributions unrelated to the topic at-hand
      - WRITE IT DOWN (cognitive strategy)
      - When the conversation moves topics and the facilitator asks the whole group for topics, please share the thought
3. **Using the Chat function**
  - a. The chat is an open way to communicate via text with other people in the room while the live chat is ongoing.
  - b. The topic of the chat does not necessarily have to be the same topic
  - c. The chat is a great place for questions out to the whole group
  - d. The chat is not actively monitored by the facilitator of the live chat, so questions/comments **WILL BE** missed.
  - e. Offensive comments **WILL NOT BE TOLERATED** (get removed)
    - i. Questions left in the chat that are not addressed during sessions, will be addressed in the weekly emails (this is part of the information sent each week)
2. **PRESENTATIONS DAYS:**
  - a. Some weeks will have invited providers giving educational presentations about a topic that the group is interested in.
  - b. This will be the last hour (approximately)
  - c. Should you have a question, please “raise hand” and you will be addressed when the presenter breaks!
  - d. These educational presentations will be recorded, so be mindful if you are uncomfortable.

## Telehealth & In-Person Hybrid Etiquette:

- These are open forums: no one is refused access or participation, and anyone is invited, but will need to register with a participating CATBI site. Therefore, be mindful and do not share any material that you do not want shared (as confidentiality cannot be guaranteed), including, but not limited to:
  1. Any verbal material (e.g., comments, stories, jokes, praise, criticism, experiences) that is volunteered, that is shared in-person or over virtual platforms, including in-person support groups that join us through the virtual platform.
    - Should you be uncomfortable, please do not share any verbal material (you will not be forced to talk), or “mute” your microphone
  2. Any visual material (e.g., video, items seen through your camera, your screen name(s), items shared on screen, anything that is seen by the group)
    - Should you be uncomfortable, please turn off your camera or do not sit in front of or near a computer (in-person)
  3. Other non-verbal material (e.g., gestures, virtual reactions, questions/comments left in the chat)
    - Should you be uncomfortable, please do not type in the chat.
  4. Should any of the points 1 to 3 be distracting or deter from the main room conversation, your audio or video will be muted to respect the other attendees.
- Standard group conversations will not be recorded (video/audio) **BUT WILL BE RECORDED** on days where providers come in to give educational presentations.
  1. Should you be uncomfortable, turning off your camera hides you from the recording. Also, you can leave, and you will be notified of when the recording is available for viewing so that you can still access the information at a later time.
  2. These recordings are available on our website at [www.tbloc.org/braineducation](http://www.tbloc.org/braineducation)
- Please **mute yourself if you are not speaking** to prevent background noise or visuals from disrupting, keep your phone or microphone on mute unless you would like to speak.
- You **must be in a private location** and be by yourself during support group meetings to protect your confidentiality and confidentiality of other participants.
- **Only share your first name** during the group meeting. Please do not share your last name or the group you usually attend to maintain your information private. Consequently, please do not ask the last name of other participants.
- **If a participant needs to leave** before the meeting has terminated, that is **okay**. Please just hang-up the phone or end your video call. No formal goodbye is necessary.
- We expect that each person will **respect and maintain the confidentiality** of group. What is said in the group, stays in the group.
- **Facilitators are mandated reporters** thus they have the duty to report to the pertinent authorities known or suspected abuse, neglect or harm to self, children, elders or dependent adults.
- We give **supportive attention to the person who is speaking** and avoid side conversations.