



Support Group Rules and Guidelines

Group Cohesiveness

- Be on camera if at all possible, to make the experience more personal for all participants. Don't be shy! This is new for many of us, and it might take a little while to get used to the technology.
- When the group facilitator calls your name during introductions, say hello to the other participants and share a little about who you are – if that's comfortable for you. Say only what feels right.
- Call the other participants and the facilitator by name when speaking to them. It will help keep the conversation flowing.
- Say your name before making a comment or asking a question (for example, "This is Carol, and I'd like to share how I handled that situation.")
- Stay focused. Limit your distractions. Be aware of where your camera is located so that you can look into it.
- Avoid interrupting others and do not allow others to interrupt you.
- Make connections just as you would in an in-person group.

Camera / Video Etiquette

- Test how others hear your sound. Make sure you have a clear connection.
- Find a comfortable position and stay there. Sudden movements like swiveling in your chair are distracting.
- Pay attention to your camera position. Don't be too close to the camera, and be sure to adjust the lighting in the room so you can be seen clearly.
- Avoid distractions like eating, chewing gum, and snacking. These activities also impact your ability to be present and can impact group cohesiveness.
- Silence all devices. These include your cell phone, computer notifications, email sounds, and alarms.
- Turn off your camera if you need to relocate yourself. Walking around while on video can distract others.
- Be aware of surroundings that show up on the video screen.
- Dress appropriately.
- Mute your microphone when you are not speaking.
- Ensure that cell phones and tablets are held steady.

Conversation Guidelines / Ground Rules

- **Timeliness.** Meetings will begin and end on time.
- **Confidentiality.** Confidentiality and privacy are essential for all meeting participants. Consider using earphones and turn your screens away from others who might be in the room if you cannot find a private place. Family members who are not a part of the Zoom meeting should not be allowed on screen or to participate in the group.
- **Share airtime.** Everyone needs time to speak.
- **Respect and courtesy.** Encourage group members to be respectful and courteous to others by 1) not interrupting; 2) being present and paying attention; and 3) being tolerant of difference.