

*Program/group facilitators working with caregivers in a virtual setting should:*

- ▶ Adhere to the same ethical guidelines in a virtual setting that you would follow in client/consumer interaction within your agency/organization.
- ▶ Recognize and acknowledge the challenges and limitations of support group facilitation; discuss them as needed with the project manager (PFSA) and your program supervisor within your agency.
- ▶ Implement procedures for group participants to follow in emergency and non-emergency situations.
  - ▶ Check on program participants who have recently been struggling; make/help identify plans for support, outreach, and communication
  - ▶ For program participants who are using medication-assisted therapy (ex. Subutex, Suboxone, Vivitrol, and Methadone), check in privately to make sure they still have access to their medication; they may suffer from withdrawal and cravings when medication doses have been missed.
  - ▶ If you have program participants who have recently endured relapse, please speak with them privately to confirm they have access to Narcan in the home.
- ▶ Recognize and mitigate the limitations of virtual support group confidentiality; this may include unintended viewers in the home or shelter of the primary program participant.
- ▶ Inform program participants of both the benefits and limitations of virtual support groups.
- ▶ Educate participants on "Netiquette," aka, how to participate in the virtual group sessions while minimizing and preventing potential misunderstandings that could occur due to lack of verbal cues and/or the inability to read body language and other visual cues that provide contextual insight.
  - ▶ Encourage participants to be mindful of muting their line when they are not talking so that others are not challenging to be heard over background noise or static.
  - ▶ Under no circumstances should Facebook be used as a platform to chat, video chat, or hold group sessions or disclosure of personal information.
  - ▶ If you are using platforms for meetings like Go-To Meeting, Go-To Webinar, and Zoom, make use of chat boxes and "hand raising" features for those who are waiting to share or ask questions.
  - ▶ If you are co-facilitating, one person should be assigned to maintain the flow of the group with the other is watching body language, managing screen sharing, muting of lines, and monitoring the chat box.
  - ▶ If you see or hear anything concerning or unusual during calls and video chats, make sure to take time to follow-up individually.
- ▶ Make use of the Group Agreements developed in Session #1; review this content to encourage ongoing mindfulness around avoiding side conversations and cross talk; muting the line so others can share may be helpful.
- ▶ Review content from previous sessions and follow up on homework and any loose ends from previous groups.
- ▶ Complete a rollcall and maintain group-sign in sheets.