Virtual Support Group Guidelines

Family Support Groups will occur weekly on Monday from 6:15-7:30 p.m. so we can continue to support our families through these difficult times.

- You will see some of your regular facilitators in attendance. We hope that you'll feel comfortable and find solace in being a part of your regular support groups.

- We will email participants with instructions to first register and then join the meeting. (Need help with Zoom? Helpful Tips are included with the Zoom invite and below).

Admission into support groups

The Family Support Groups are open only to family members of a loved one with mental illness seeking support, compassion, and education about caring for their loved one.

NAMI's programs are confidential and are not open for observance or auditing. At no time may participants record any portion of the meetings whether by audio, video, or in writing.

NAMI Jacksonville's support groups will be limited to 15 participants (not including facilitators).

To ensure this, NAMI has enabled "approval" in the Zoom platform. You will need to register for the Family Support Group prior to 5:30 p.m. before the meeting.

- You will receive an email with registration instructions. Once your registration is approved, you will receive a second email with the Zoom invite to join the meeting.

- The meeting will start promptly at 6:15 pm. No more registration approvals will be made after 5:30 p.m.: This allows adequate time for participants to work out any technical difficulties before the meeting officially begins at 6:15 p.m. If you are new to Zoom, or would like extra time to look around and talk with the room, we encourage you to join the meeting at 6:00 p.m.

- Once you have joined the Zoom meeting, you will be put into a virtual waiting room where the host will then admit them.

- *Please Note: To remain respectful of others and to maintain the fluidity of the group, no one is to be admitted into the meeting after the first 10 minutes. (after 6:25 p.m.)

NAMI Jacksonville will continue to protect the confidentiality and fidelity of our support groups.

- We never record support group meetings.

- We ask for registration of certain information only to ensure the safety and confidentiality of all participants. We never share names or personal information outside of NAMI Jacksonville, except as required to ensure safety or otherwise required by law.

- Whenever possible, earbuds or headsets with microphones are preferred to reduce noise and ensure confidentiality.

- Please choose a private environment to participate in our online support group because just like in our onsite meetings, what you see here, what you hear here, stays here when you leave here.

- If you need to leave your computer temporarily for any reason, please be sure to mute your device. Be aware that if you are absent for more than 15 minutes, the host may assume you are not coming back and may log you out of the session.

- Please do not engage in private chat through Zoom with other group members during the meeting.

- If you stray from the Group Guidelines, Principles of Support or Online Etiquette you will be muted and invited to a discussion via chat or phone with a facilitator/host to be reminded of the guidelines or 'dropped' from the group without further notice.

- Florida law says anyone who thinks a child, or a vulnerable adult is being abused, neglected, or exploited must report it to the Florida Abuse hotline. This is a mandatory requirement of the law. When making a report we may be required to break confidentiality. We want the group to know we do have a dual role here, and it is for everyone to feel safe.

Helpful Tips when using Zoom

Joining a meeting is easy! No need to purchase a subscription or use any fancy device. Simply click on the link in your registration confirmation email to join the Zoom meeting. You can access this Zoom meeting with a computer, tablet or your Smartphone simply by clicking the link. (If you are a first time Zoom user, the same link will first ask you to download Zoom. Once Zoom is already downloaded on your device, Zoom will launch.) Zoom may then ask you for the password to the meeting. Zoom will ask you to Join the Meeting and test your audio. That's it!

- You have several viewing options to see the host or to see everyone in the room. You can mute or un-mute your audio, start or stop your video, or chat with the technology host/facilitator(s).
- Please be sure to click on your name to rename yourself so you are easily identifiable to the Support Group Facilitators.

Here are a couple of 1 min videos to get you started.

Joining a Meeting:
https://www.youtube.com/embed/hIkCmbvAHQQ?rel=0&autoplay=1&cc_load_policy=1

Joining and Configuring Audio: https://www.youtube.com/embed/-s76QHshQnY?rel=0&autoplay=1&cc_load_policy=1