

NAMI Webinar: Ins and Outs of Facilitating Virtual Support Groups		
Question Report		
Question Details		
#	Question	Answer(s)
1	do they use a waitng room?	Answered Live
2	Do you need zoom training to offer these virtual groups?	Answered Live
3	when in a waiting room can you see who else is waiting?	Answered Live
4	Are all participants required to use video?	Answered Live
5	Is the group an open or closed group	Our meetings are closed meetings and only for those living with a mental illness or have a loved one living with a mental illness.
6	What are the maximum of facilitators for a group of 8 to 10 persons?	We have two facilitators for every meeting.
7	do they have other instances where something has been missed because the individuals have body language NOT noticed because we are seeing folks from the shoulders up?	Answered Live
8	Hello NAMI Wisconsin - good job and thank you! You spoke to the sense of intimacy and the ability for online support groups to bring new attendees to support groups. Do you think this is something you will continue doing regardless of the public health need for physical distancing, and why/why not?	Answered Live
9	How do you manage issues of confidentiality using zoom	Everybody is required to register for the group. If we notice someone isn't in a private space and not wearing headphones we first ask them to move to a more private spot or wear headphones. If we see they haven't moved to a private space we then remove them from the meeting.
10	Tell me how they fill out the poll. We have that requirement after our teen group too.	Our funders dictate what feedback they want to see from those attending our groups.

11	Going forward will you tell us how you might facilitate virtual as well as in person? Will virtual be offered as a way to participate in an in person support group?	Answered Live
12	can you please give an example of what you say to a person who may be dominating the meeting and taking too much time or not staying "on topic"	We refer back to our group guidelines which asks everyone to be mindful of others in the group and not monopolize the group time.
13	What resource is utilized for the poll evaluation questions?	Our funders dictate what feedback they want to see from those attending our groups.
14	What do you think you will do if more people want to participate than the 8-10? They are turned away or followed up with?	We split the group and add another group right after the scheduled group.
15	Do you follow up with resources available for those who want some extra information	Yes
16	I think when you co facilitate a virtual support group, the facilitators do not need to be in the same room to do it, do they? They are in their own space, correct?	All of our virtual support facilitators are in their own homes when facilitating a group.
17	How do you deal with a scenario where someone begins crying?	We acknowledge how the person is feeling and ask them if they need time or if they would like to share later in the meeting. We also send a private message through the chat feature and ask them if they would like to chat after group. If they decline we follow-up the next day to see how they are doing.
18	When you say 10 people for FSG are you counting spouses?	Yes
19	Can you just go over what happens when someone gets disconnected?	Also, you can assign a co-host and if you as the host loses connection, the assigned co-host will automatically take over the session without disrupting the status of the session. Zoom does this automatically.