



Guidelines for Online Support Groups

NAMI Jacksonville's online support groups are held on Zoom. You must have Zoom downloaded on your device to access our online groups. (See helpful tips for using Zoom below.)

You must register to participate in an online support group. Once you register, we will send the Zoom link for the meeting. 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.

Admission into support groups:

NAMI Jacksonville online support groups are open only to individuals, families or caregivers affected by mental illness.

NAMI's support groups 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.

- If you are new to Zoom, please join your meeting early to work out any technical difficulties before the meeting begins.
- Once you join the Zoom meeting, you will be put into a virtual waiting room until the host admits you.
- To remain respectful of others, and to maintain the fluidity of the group, no one will be admitted into a meeting after the first 10 minutes.

NAMI Jacksonville works to make our support groups safe spaces:

- We never record support group meetings.
- Whenever possible, use earbuds or headsets with microphones to reduce noise and ensure confidentiality.
- Please choose a private environment to participate in your support group. 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, mute your device. If you are absent for more than 15 minutes, the host may assume you are not coming back and 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 for using Zoom:

To join the Zoom meeting from your computer, tablet or smartphone, just click on the link in your registration confirmation email. (If you are a first-time Zoom user, the same link will first ask you to download Zoom. Once Zoom is 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.

- 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).
- Be sure to click on your name to rename yourself so you are easily identifiable to the Support Group Facilitators.

Here are some short 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