

Please check your device's microphone and video (webcam) are working before joining the live stream. Most video-conferencing platforms will take you through an automated check of these, so please join the live-stream 5 minutes early to run through this check so you have a little extra time to fix any technical difficulties that might become apparent.

When joining the live stream, please do so from a quiet and private space. As much as possible, please only join the live stream from a location in your home where you will be the only person occupying the space. This is out of respect for the privacy of other participants who might be sharing personal or sensitive information. If there's likely to be a lot of background noise or if privacy can't be guaranteed where you're located, please use headphones or earbuds so other members of your household can't hear what other participants are saying. You personally might not want other members of your household over-hearing what you say!

If you're going to use your webcam, please be mindful of what others can view in the background. Remember to remove or cover any personal information that might be in your background view if you'd prefer others don't see this (e.g., bills on the fridge, family photos, etc.). Think about whether you'd really feel comfortable joining the live stream from your bedroom, or if you would rather participate from a study room, kitchen, living room or other "neutral" space. Another option is just having a photo or image.

During the live stream, please keep your microphone on mute when you are not speaking. This will help reduce "feedback" from sounds like email/social media notifications. Remember to unmute it when you'd like to speak or ask a question!

If you'd like to ask a question using your microphone, please use the "raise hand" function. This will let the group facilitator know that you'd like to ask a question and help avoid us talking over the top of one another

If you'd prefer not to ask questions using the mic, you can instead use the "chat" function to type your questions. Please don't use the chat function for posting miscellaneous emojis/comments, as the constant pop-ups during the live stream can be distracting to the facilitator and other participants.

If using the chat function, please do not purposefully type in all capital letters as this is often interpreted as "shouting". Similarly, be mindful that the "tone" to online communications can become lost as body language cues and facial expressions are muted or harder to see. Please politely seek clarification before making any assumptions.

Please treat your participation in the live stream as though you were attending a face-to-face support group. Demonstrate respect, kindness and patience for everyone who is participating, including facilitators. The information that everyone shares should be treated as confidential. Please don't share identifying or personal information about other participants with anyone who is not participating in the live stream. Again, this is why it's important to access the live-stream from a private and quiet space in your home, and to use headphone/earbuds to prevent the live-stream audio being broadcasted to others who might be present in your household.

ARC Online Support Groups Etiquette

Here to protect the privacy of everyone. Think about your image, name and noise reduction.

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If you have any further questions, please let the facilitators know.