



**NAMI Family Support Group Online
Affiliate Policy and Procedure Manual
for Facilitators**

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Who can facilitate a NAMI Family Support Group Online?

NAMI Family Support Group Online can only be facilitated by trained NAMI Family Support Group Facilitators. Whenever possible, at least one facilitator should be able to run the technical side of the support group as outlined in the Technical Support Section of this Policy and Procedure. If the facilitators are not able to run the technical aspect of the group, a Tech Person may be added but must be a family member of an adult.

Facilitators can also be a mentee through NAMI Support Group Mentorship Process. The mentee must meet all the criteria of the appropriate NAMI Support Group facilitator.

Who can attend?

The Family Support Group Online is suitable for spouses, partners, siblings, parents, significant others, adult children and friends who are 18 and older and are family caregivers of people who have been diagnosed with or are experiencing symptoms of a mental health condition, such as major depressive disorder, bipolar disorder, schizophrenia, borderline personality disorder, anxiety disorder, obsessive-compulsive disorder (OCD), post-traumatic stress disorder (PTSD), and co-occurring brain and addictive disorders.

While we respect that many family members may also be peers, it is important that participants understand that this is a NAMI Family Support Group and not a NAMI Connection Group. Individuals seeking a support group for their own mental illness should be referred to other supports.

Participants in the support group need to be screened prior to being sent an invitation to participate. Depending on the target audience of the support group, screening may include geographic area.

It is not appropriate for students, professionals or anyone attending to observe the group unless they have a loved one living with mental illness. It is important that the participants that are also professionals remain focused on their experience as a family member and refrain from giving professional or clinical advice.

Screening Participants

To ensure that potential participants who are calling to request to participate in NAMI Family Support Group Online are appropriate for the support group and to gather needed information, a screening of participants is needed

- **First contact and screening** generally take place on the telephone, occasionally via email. Answer their questions and tell them the basics about the support group. It is important that the participant understand that the family support group can deal with adult subject matter.
- **Gain information from families** by explaining that the personal questions asked are

not meant to pry but are to ensure that the support group is a good fit. It's important to convey a warm, concerned, non-judgmental style and to communicate your respect for how the family has been coping. Be prepared for the emotions that tumble out as families relate the pain and stress of their lives; comfort them and be supportive. A good place to start with getting to know the person is, "Can you tell me a little about your loved one?"

- **Make sure to gather contact information** from participants wishing to join the group. The participant will be sent information on how to join the group by email. Information such as a phone number they can be reached at and an address is critical and required to be part of this group. Make sure to convey to participants that their contact information will remain private and confidential. Only NAMI Family Support Group Online Facilitators will have access to their information.
- **Once a participant has been screened**, their contact information will be added to the participant information list maintained by the facilitators. They will receive an invitation and reminder before each group.
- **One last thought:** Do not use the word "interview" with families. It makes families feel they are being judged. Just say you want an opportunity to get to know them and answer any questions they may have.

Explaining the Process

Once a participant has been screened, they will receive a confidential email with information on how to log in to the meeting. They will receive an invitation and reminder before each group. Emails should only be sent blind copy (BCC) or through an email service that does not share information. Please note that if using a service, the email could land in Spam, Junk or Promotion folders. The support group is held using Zoom and can be accessed by computer, phone or app.

Participants can choose to use a computer with or without camera or call in. The app also can be used with or without camera. Some people have different levels of comfort with video conferencing and webcams. It is up to the participant to decide which is most comfortable to them. We want to ensure they know it is their choice.

If a participant is new to NAMI Family Support Group, it can be helpful to explain the agenda to them. They may feel compelled to tell their loved one's whole story. Knowing that there is a time limit for check in can help them organize their thoughts.

Sending the invitation

Email invitations to the NAMI Family Support Group Online should include the following text:

Welcome to the NAMI Family Support Group Online. The support group meets every Wednesday from 6:30pm to 8pm. NAMI Family Support Group is a peer-led support group for any adult with a loved one who has experienced symptoms of a mental health condition. Gain insight from the challenges and successes of others facing similar experiences.

Confidentiality is important to us. In order to respect confidentiality, we ask that you attend the group in a space free of others not participating in the support group. If you are at home with children, please make the audio for you only. Children may be triggered by adult topics.

The support group can be accessed online or by telephone. The connection information is below. Please let us know if you have any questions or concerns by contacting (add name here) at (add email and/or phone number here).

Group Size

The course works best with a maximum of 10 participants, not including facilitators and tech person. When group size exceeds this, it can be difficult to manage in an online setting. Although the size is limited, the entire invitation list can be invited as many will not always attend.

Group Format

The NAMI Support Group Online follows the same fidelity model as an in-person NAMI Family Support Group. The support group requires two trained facilitators. Posters are shared with the group using the directions in the Technical Support section of this policy. Groups may be 60 or 90 minutes long. The length of the meeting should be decided with your affiliate.

At the beginning of each group, please remind group participants of the importance of confidentiality. Ask them to be in a space that others are not in during the group, to mute the computer if someone walks into the room and/or use headphones to listen.

Under no circumstances can any NAMI Family Support Group be recorded.

Remember, new participants may be very overwhelmed and may have difficulty engaging with the group at first. Please be patient with them. An online support group may be intimidating to people at first and they need time to become comfortable.

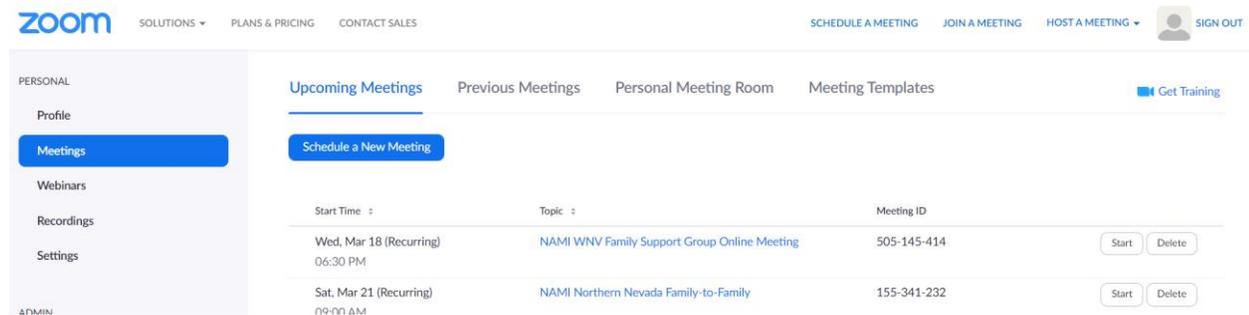
Handling a Crisis

Both facilitators must have an up-to-date participant list with name, phone number and address for each participant before the beginning of group each week. Facilitators should have a plan on who is leading group and who will be a support person should someone need to be spoken with offline for additional support. Use your hot potato flow chart to support you through work with the participant.

Should a participant become triggered, need more support or abruptly leave the group, the designated facilitator will excuse themselves from group and contact the person on the phone. If you are unable to reach the person and you believe they are in distress and needing additional support, call the Crisis Support Services of Nevada for further guidance. They can be reached by phone at 1-800-273-8255 and by text at 839863 (<https://cssnv.org/>)

It is important to take care of yourself as a facilitator. After the situation is over, debrief with your co-facilitator. Your local affiliate is also a source of support. Please also notify the appropriate person at your affiliate and let them know about the situation.

Technical Information for Zoom Starting Group



The screenshot shows the Zoom web interface. At the top, there is a navigation bar with the Zoom logo and links for SOLUTIONS, PLANS & PRICING, CONTACT SALES, SCHEDULE A MEETING, JOIN A MEETING, HOST A MEETING, and SIGN OUT. On the left, a 'PERSONAL' sidebar menu includes Profile, Meetings (highlighted), Webinars, Recordings, and Settings. The main content area is titled 'Upcoming Meetings' and features a 'Schedule a New Meeting' button. Below this is a table with the following data:

Start Time	Topic	Meeting ID	Start	Delete
Wed, Mar 18 (Recurring) 06:30 PM	NAMI WNV Family Support Group Online Meeting	505-145-414	Start	Delete
Sat, Mar 21 (Recurring) 09:00 AM	NAMI Northern Nevada Family-to-Family	155-341-232	Start	Delete

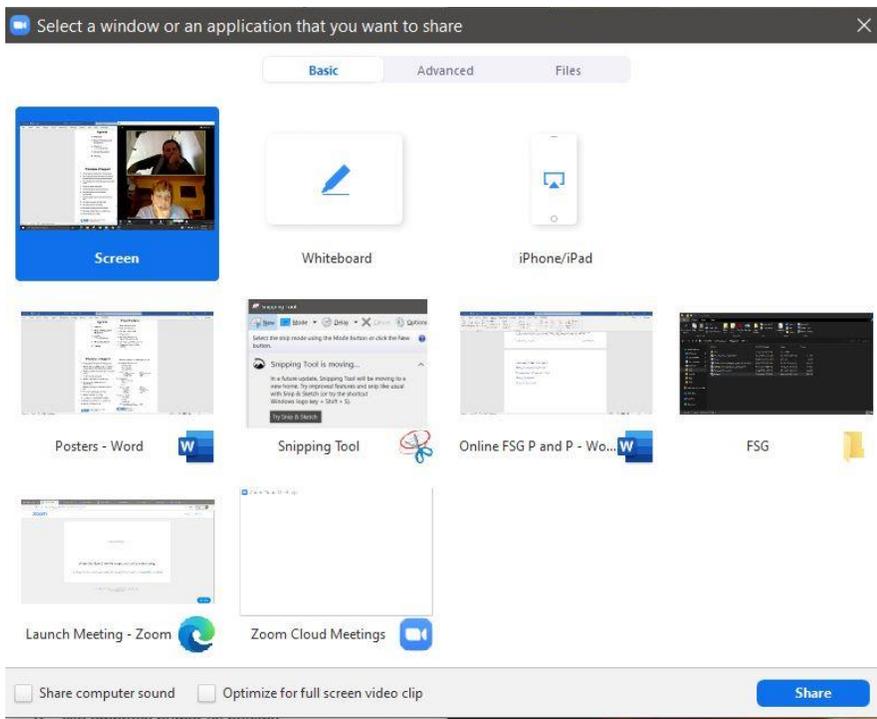
Only the tech person or facilitator running tech needs to log into the account. The other facilitator(s) can use the same link as participants. After logging in, you should see a screen as above. If you do not, click on Meetings in the left navigation bar.

To start the meeting, identify the name of your meeting (NAMI WNV Family Support Group Online Meeting) and click the start button on the right-hand side of that line. You will automatically be taken to your meeting.

Sharing Screen/Sharing Posters

For your group to see the posters, you will need to share screen. You need to open the file with the posters in it. You divide your screen by clicking on the top of the document and pulling it all the way to the right. You will then select the Zoom screen as the second screen showing.

At the bottom center of your screen you will see a green box with an arrow coming out of it. Click on this item. The screen below will appear.

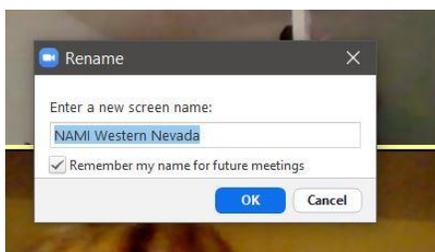


Click on the box that says Screen at the top right. It will have a blue square around it as you see above once selected. Then click on the blue Share button on the bottom right of the pop-up box. Your screen will be shared with the other participants in the group.

Your group will now be able to see your screen including posters and who is talking.

Changing Phone Numbers to Names

When a participant enters the group using a phone number, you need to change the phone number to their first name. You will hover over their box until a small blue box with 3 dots appears in the upper right corner of their box. Click on the 3 dots and a drop down will appear. Select Rename. A popup box will appear with the phone number highlighted as below. Change the phone number to their name and click OK. This is done for the participants privacy.



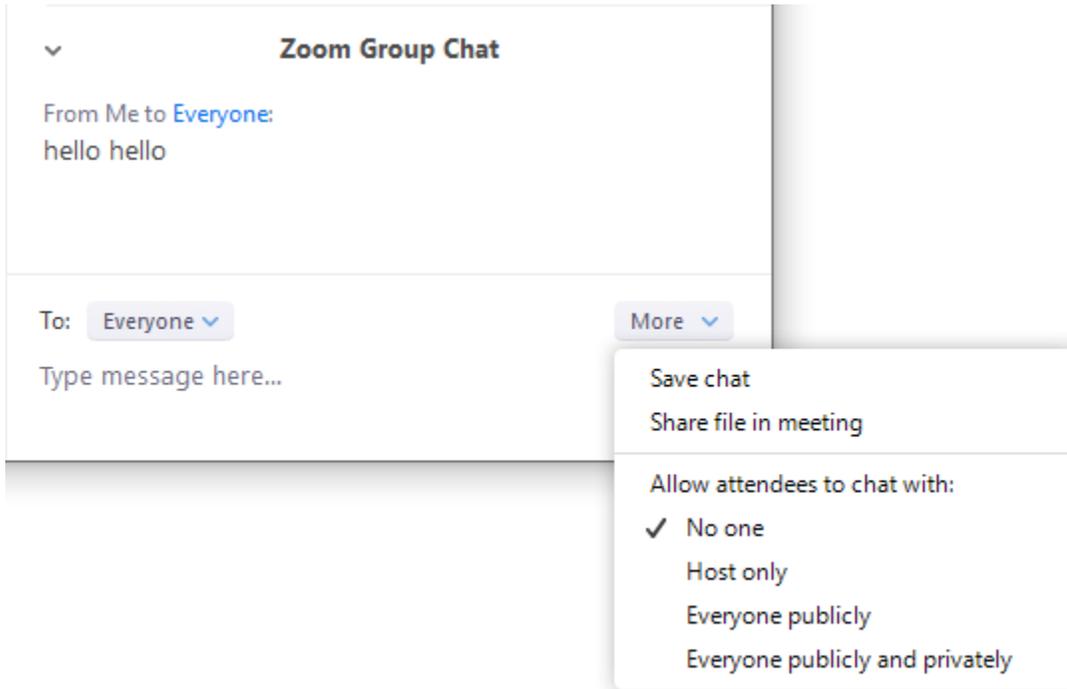
Muting Participants

Sometime participants will have background noise on their end that is a disruption to the group. To mute them, hover over their box. A blue box will appear on the upper right corner that says Mute. Click that button. To unmute, click on the Unmute box in the same area of

their box.

Host Only Chat

The Host may want to have a private chat with someone while in a meeting. To set this up, click Chat in the meeting controls at the bottom of the screen. Click More to display in-meeting chat settings. Under *Allow attendees to chat with*;, select Host only. This will allow you to privately check on someone that may be distressed and may need additional support offline.



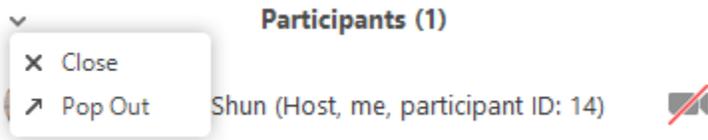
To send a message to a participant, click on the downward arrow in box to the left of *To:* and select the specific participant you would like to message.

Removing Participants

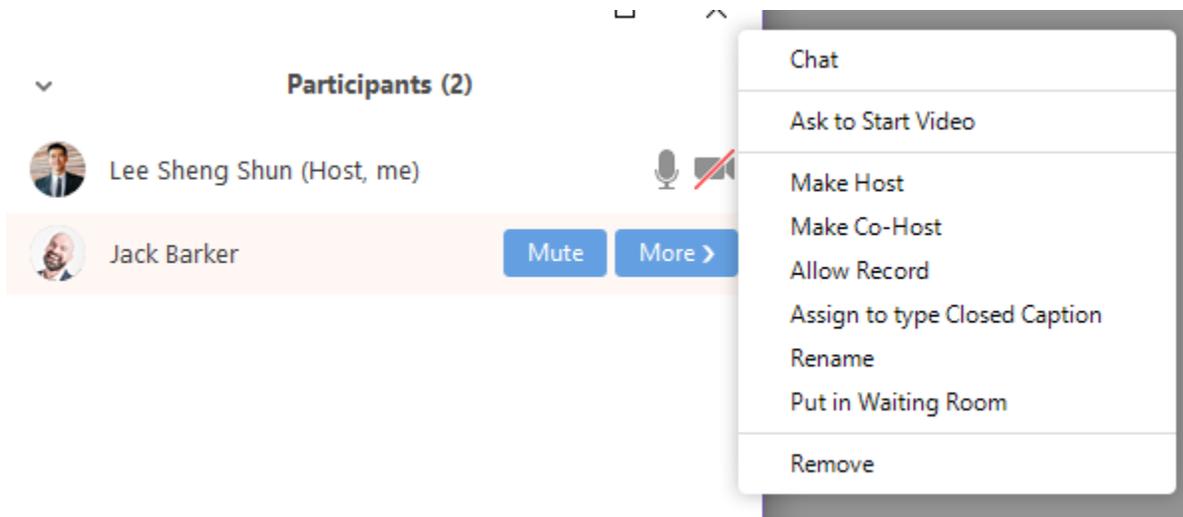
Disruptive participants can be removed if needed. To remove a disruptive participant, click on the Manage Participants in the host controls at the bottom of your screen



Click the drop-down menu located at the top-left corner to close the participants list or click **Pop Out** to separate the participants list from the meeting window:



Hover over a participant and click **More** for these options:



Select Remove to dismiss a participant from the meeting. They won't be able to rejoin unless you allow participants and panelists to rejoin.