



Canadian Mental
Health Association
Waterloo Wellington

Association canadienne
pour la santé mentale
Waterloo Wellington

ATTENDING A VIRTUAL GROUP AT CMHA WATERLOO WELLINGTON

At CMHA Waterloo Wellington we are committed to delivering safe, quality virtual care and respecting your privacy rights. CMHA WW has taken thorough steps to ensure reasonable privacy and security standards have been applied to virtual care.

HOW DO I JOIN A GROUP SESSION?

- Your CMHA WW worker will email you a link to participate in a virtual group. Please do not share this link.
- In the email you should also receive:
 - The PDF document *How to Join a Teams Meeting/Live Event from the Client Perspective*
 - A back-up phone number to call a staff member if you need technological or emotional support during a group session.
- To participate in a group you will need a smartphone or a computer/tablet with a microphone, speaker, and camera. There is also the option to join only by audio using a phone.
- When its time for group to start you will click the link to join. If you need more details on how to join please see the document *How to Join a Teams Meeting/Live Event from the Client Perspective*

PROTECTING YOUR AND OTHER'S PRIVACY DURING A VIRTUAL GROUP

BEFORE PARTICIPATING IN A VIRTUAL GROUP PLEASE BE AWARE OF THE FOLLOWING PRIVACY TIPS:

- Please join the group from a private setting: somewhere others will not overhear or see the group session.
- Use your own phone or computer to join the group. For your privacy, avoid using devices that belong to your employer or others as they may be able to access your group participation information.
- Use a secure internet connection and avoid using open Wi-Fi when participating in a group.
- When joining the group you can blur your background to avoid having others see your surroundings.

- All participants are required to maintain the privacy of group members: “what is said in the group (and who attends group) stays in the group.”
- Should a participant disclose of risk of harm to self or others CMHAWW staff will take steps to keep everyone safe, this may include disclosing information as it relates to safety.
- Group sessions are not to be recorded under any circumstances.
- You have the right to refuse to participate in a group and the right to decline the service at any time.
- After most groups, staff will make notes in your client file on your participation in the group session.
 - Self Help & Peer Support group are anonymous with no attendance tracked or notes taken
- More information on [your privacy and CMHA WW](#)

PARTICIPATING IN A VIRTUAL GROUP SESSION

- When not speaking please mute your microphone.
- If other participants have joined by audio only it is helpful to say your first name each time you speak.
- If you need technological or emotional support during a group please call the number provided at the start of group.
- During group you can use either your voice or the text chat in the MS Teams application to ask questions, share ideas, etc.
- Sometimes audio feedback or a lag in the video connection occurs. While this is irritating it is common. Staff can help you troubleshoot what to do.
- Rarely, the facilitator may disconnect suddenly from the group. If this happens please stay in the meeting and wait for them to rejoin. They are not hanging up on you.