

## **NAMI Finger Lakes' Support Group Zoom Etiquette**

- **NAMI support groups are confidential.** To the extent possible, please join us via Zoom while you are alone in a quiet setting. Use of headphones are recommended generally, and are required if there are others that could potentially hear the contents of the conversations. This is to protect the integrity of our confidential group setting.
- **Muting yourself while not speaking** cuts down on background noise and generally allows everyone to be able to clearly hear those who are talking. Group facilitators may forcibly mute you if background noise in your setting is a distraction to the group.
- **Adjust your camera and lighting** so we can see your face well.
- **Dress appropriately**, as if we were meeting in person.
- **Avoid multitasking.** We are here to support one another so let's show everyone respect by being attentive while we are together.
- If you need to move around or step away from the camera during the group, then stop your video so it will be less of a distraction to others. Resume your video once you are back seated.
- Some groups allow the "chat" feature. If your group allows this feature, we intend that this be used for sharing resources, and not to have side conversations in the middle of the group.
- We know that we are all busy and our group may be meeting during your lunch or dinner time. However, while having a drink on hand is absolutely fine, if you need to eat while the group is taking place, please turn off your video. Or even better, if possible, eat prior to or after the group meeting time.