

## Her Journey Virtual Group Procedures

(updated 8/4/22)

For the access information for an online group, participants must call the office at 503-846-9284 or 866-262-9284. **For online groups, attendees must have audio capabilities.** Attendees do not need a webcam and in fact, it assures all attendees of more privacy if they do NOT use a webcam. *HJ leaders will use a webcam.* If a class member chooses to use a webcam, leaders must ask all attendees if they are alone in the room so that we do not have others seeing other attendees on the screen for confidentiality purposes, or just ask that cameras not be used to protect all in the class. We also ask them to use a headset or earplugs if anyone else is nearby, even if it is children.

When ladies call the office about a virtual group, we request their email addresses. If it is safe for them to receive an email, we will send all the class handouts and the contents of the new attendee purple folder. If they do not have email and standard mail is more secure, we then mail the handouts. Handouts are not required to take the class, but they are very helpful, especially for lesson 1.

Leaders, please arrive at least ten minutes early for an online class to ensure access and to address any technical issues, especially if you do not own the Zoom account being used. If a new person attends and does not have the handouts, ask them to call the office after the class if they would like the handouts.

*It is vital that each person is accounted for and that no male persons are in the virtual class to create safety for all participants.*

### For Zoom calls-

1. Leaders need to keep the participant list up during the meeting. It will go to the right of the screen; this is so you can allow access when someone comes into the waiting room. Please let people in even if the lesson is almost over. They may still benefit from prayer time and still need to be made to feel welcomed. (I say, "I'm so sorry- we started at (time) and are already through the lesson (or almost through the lesson), but you are welcome to stay for prayer time if you would like.")
2. When you let them in from the waiting room, a black box, person, or an image will appear on the screen. If the lesson has already started, it MUST be stopped until there is verbal or visual confirmation that the new attendee is female, and they provide their first name (can be a fake name if they use it consistently) and State of residence. If they have a webcam but no audio, they can still attend, keeping in mind the webcam rules above. Once you verify they are female, you can ask them to turn off the webcam. If no audio, they can use the chat box to type in their first name and State into messages for you only and for you to make sure they are alone in the room or are using earbuds.
3. If there is no answer when the attendee is asked their information AND there is no webcam, the leader must emphasize that they must chat with them quickly to have them in class. If a person does not provide any info, kindly inform them that they need to have at least audio to join in and to please join again another time when they have audio. Remove them from the group. If they come back, you can let them re-enter the room but then re-follow the procedure above. If only a phone number appears and not a name, it may be someone calling in, but they must still verbally confirm their first name/State. If you are uncomfortable for any reason or feel "red flags" from the Holy Spirit, remove them from the group.
4. Please ask if anyone is brand new to Her Journey and if so, check the "new" box when entering online attendance. There is also a "safe to contact" box. (*This becomes important later if for some reason you cannot lead a group. We want to let them know, if possible.*) The "new box" can also be checked later if they have a new address, you need to enter their State, or you later receive their email or phone number information.
5. Have attendees mute themselves for the lesson, or you can mute them. They can un-mute later if there is a question or if you ask for interaction/input. Proceed with the lesson.
6. After the lesson, ask participants to unmute their phones/computers for prayer time. Write these down and pray for each attendee by name.
7. After class, enter names into the attendance portal on the ARMS website at <https://abuserecovery.org/attendance-submission/> within 24 hours. Provide their name and State (must check "new" to enter State, even if they are not a new attendee) on the online portal with either your location or "unknown" as their last name unless you already know their last name. Prayer requests can go into the "comment" section if you and they desire (not a requirement). The ARMS office also prays for requests, and you can also submit them anonymously, by first name, initial, or whatever works that is non-identifying for the participants.

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**Important:**

- ✓ Just like an in-person group, the Zoom links and Passcodes are never provided to people in email, message, or text, and they are never published. Leaders should have interested people call the ARMS office for virtual class information.
- ✓ Some attendees are required to take HJ. We try as much as possible to have them take in-person classes, but that can't always happen. If we are aware that you will have a mandated attendee, we will let you know. In this instance, the class does not count for them unless they have attended the entire lesson and prayer time. You will also need the correct spelling of both their first and last names. They can put that in the chat box to you if they do not want others to hear it. You can still enter them as an attendee but let us know in the comments that they were only there for 30 minutes, left before prayer, came to class 20 minutes late, or whatever the instance is.
- ✓ If an attendee is required to take a class, they will need to sign an ROI (Release of Information), so please have them contact the office. In addition, we may at some point ask you for some information on how you feel they are doing in class. If they are learning, growing, engaging, putting things into practice, appear to be listening, etc.
- ✓ Some attendees may be taking the class as future leaders! If so, we also need the correct spelling of both their first and last name for attendance records here.
- ✓ If attendees ask how they can donate to ARMS, send them to <https://abuserecovery.org/give> or have them call the office for more information.