

FAQs – Frequently Asked Questions PSOZ – peer support on zoom

What is a Zoom peer-support group?

With the current restrictions on face-to-face groups we have decided to start two weekly Zoom support groups. They will run along similar lines to our face-to-face groups: an informal chat with Katherine and Sarah facilitating via the video-call platform Zoom.

Who can join the groups?

The Happy Mums Foundation offers peer-support for pregnant women and mothers with mental health problems. We do not require a formal diagnosis or a referral. To protect the safety and security of group members we will not be sharing the meeting link publicly so the first step would be to email us at info@happymums.org.uk to say you'd like to receive the invite. If you haven't had much experience of Zoom we can arrange a trial run before the group to make sure you are comfortable. Once we have you on our list we will email a link to the meeting and the meeting ID.

When will they be?

The groups will run on Wednesdays 10-11am and Thursdays 1.30-2.30pm, starting on Wednesday September 9th. If we need to cancel a meeting we will email the people who have asked to join and post on Facebook.

Do I need a Zoom account?

You do not have to have a zoom account to attend a zoom meeting. You will be prompted to download the software, once you have clicked on the link in your invitation. You may also wish to create an account, but that is optional, you can take part via your browser. **You should be comfortable with zoom as a platform and happy with their privacy and security notice before agreement to join a Happy Mums Zoom session. Details can be found here <https://zoom.us/docs/en-us/privacy-and-security.html>**

Please see the System Requirements at the following URL to ensure that you are ready to go: <https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>

To join a meeting

Five minutes before the time in your invitation:

1. Click on the link provided in the email
2. Download the zoom Desktop Client. Follow the prompts to download the correct zoom desktop client for your computer and operating system. Your zoom Desktop Client will download.
3. You will then need to install the client. Note that you may also download clients for IOS and Android devices. Once you have downloaded the desktop client, you can now join the meeting.

- 4. You may have to click on the link again in the email to connect to the meeting, once you have installed the client.** The zoom desktop icon looks like the blue image above

Please review the following additional support documents available at the following URLs: [Zoom US](#) and [Zoom support](#).

Can the host or anyone participating record a session?

No meeting should be recorded by anyone. If a recording is taking place a red light appears at the top of the screen. The Happy Mums Foundation does not authorise or make their own recordings.

Can you access a meeting via phone audio if you have no computer?

Yes you can, you will be admitted to the group similarly to people using a computer or tablet. Please check you have the correct phone number.

How will the groups work?

We have a rough guide to meeting etiquette, which is a work in progress so feel free to suggest things to be added. The same group agreement applies as in the face-to-face groups – and it will be emailed out to people who have said they would like to attend before the group and also posted in the chat function of Zoom. In addition we will ask people to put their hand up when they would like to speak, a bit schooly but the best way we think to keep everything audible. If you want to chat to the facilitator or ask them anything during the group you can do so in the chat function. We will also use the chat function to “park” any issues that might come to you during someone else’s turn. We ask you not to break off into 1-1 chats during the group, just to make sure everyone can be listened to like in the face-to-face groups. We will decide an order people can speak, so let us know if you need to leave early and we can make sure you go first. There will be a maximum of 12 people to each session, but we will add more sessions if there is more demand. At the end we will check how everyone is – initially by asking you to write one word on a piece of paper.

Is there a group agreement?

We are using an adapted version of our face-to-face group agreement which you can read [here](#).

Can I discuss anything away from the group?

If you want to raise anything with the facilitators but not the whole group you can use the chat function, or via our emails. We will also be available by phone beforehand in case there are any problems accessing the meeting, and for an hour after the meeting to follow-up on 01228 592301. During the group we will also have a ‘parking’ space to hold issues until later. If you need to leave the group before the end, for whatever reason please let us know in the chat. If anyone leaves without explanation we will get in touch afterwards to check in with them.

What privacy and confidentiality is there?

The Happy Mums Foundation take privacy and confidentiality seriously you should visit our privacy policy [here](#). We ask that when signing into a Happy Mums remote meeting you do not share your surname and only first name. We also request you do not have visible items in your video background which can identify you or friends and family members to protect their privacy and to generally consider where you are taking part, for example if there are people behind you or if you are using a speaker or headphones. All group members are responsible for considering and maintaining confidentiality, as in face-to-face groups. There will also be the option of joining anonymously – please contact us for more information on how to do this.

Do you remove anyone from meetings needing more support?

Not necessarily it depends on the person's needs.

Happy Mums will offer support in a 1-1 using the chat function or a breakout room where a host and co-host are present. If we or you feel the forum is not suitable and someone would benefit from more support off-line via their mental health team, crisis team or emergency services we will recommend they seek immediate help. A list of crisis numbers are provided with the meeting invitation email.

What if a person is abusive or looks to have “bombed” into a zoom meeting?

We are aware some people have accessed Zoom meetings to disrupt. Since the addition of waiting rooms and passwords, Zoom have taken steps to reduce this option. We will only send to closed invite list and will use the remove function if we are concerned about a person(s) behaviour. We are not publicly advertising our Zoom meeting details and ask you not to post the meeting ID publicly either. We will use the waiting room facility before admitting people into the group.

The Happy Mums Foundation reserves the right to refuse entry and to not work with people within our face-to-face groups or online who are abusive. We will also lock the room once all invitees are there.

Can I attend regular meetings?

Yes you are welcome to attend online meetings and face-to-face meetings when they're back running more than once and we encourage you to do so. Please request you are added to the mailing list after your first meeting. Find out more here [peer support groups](#).

Do Zoom meetings cost attendees anything?

The Happy Mums Foundation makes no charge for participants in either our face to face groups or online ones. Our funding comes from a variety of sources, namely Comic Relief, Suicide Prevention Fund, National Lottery, Rosa. If participants wish to make a donation, please visit our [website](#).