

## Video Call Resources for THIS-WIC

As part of the THIS-WIC research, we would like to understand the impact video calls have on nutrition education with ONE. Considering that 70% of communication is non-verbal, video calls enable better conversation and understanding, along with the opportunity to build rapport.

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### Video Call Platforms

- Zoom
  - Cost – \$170-180/license
  - Security – Software is HIPPA compliant for purchased and free version. Work with your agency IT for additional security measures. [Additional security tips:](#)
    - Do not use your personal meeting ID for appointments
    - Use password protect or waiting room option when setting up meetings
    - Rooms can be “locked” once participant has joined
- Microsoft Teams
  - Cost – Cost is combined into Microsoft 365 access
  - Security - Software is HIPPA compliant. Work with your agency IT for additional security measures.

## Participant Access/Scheduling

- Consider using for secondary nutrition education or mid-certifications. **Since there are about 4 months left in the study, we suggest asking about video calls during appointment reminders in the next few months.**
- Participants can join a Zoom or Microsoft Teams call from the App or from the internet/web browser. Be prepared to share this information with the participant and help with troubleshooting.
- Schedule a meeting with the participant or call participant directly from the App. Determine the process for your local agency and be prepared to share with the participant.
- Have a plan for what to do if participants cannot make the appointment time or have trouble connecting. Suggested to include a phone number in the appointment invitation and reminder.

## Script for WIC Staff

Use this script when scheduling the next appointment and when doing reminders a few days to a week before the appointment.

Step 1: Ask if video call is okay	“Your next appointment will be a video call so we can better share nutrition information with you. Is that okay?”
Step 2a: No, to video call	“That’s okay and thanks for considering! We can do a phone or in-person appointment instead.”
Step 2b: Yes, to video call	“Thank you for trying this out! We are excited to try video calls now while we can still do remote appointments. We hope this will help us continue to do video appointments in place of some in-person appointments in the future. Have you ever used [insert Zoom or Teams] or any other telehealth type of platform for a medical appointment?”
Step 3: Make sure video call works	<p>“What type of device do you have for video calls?” (Needs smartphone, tablet, or computer with speakers and microphone).</p> <p>“How is your internet service at home?”</p> <ul style="list-style-type: none"> <li>• If their home internet is not reliable, recommend the library, community center, etc. if there is free Wi-Fi available.</li> <li>• Inform participant of security features of the platform if using public Wi-Fi and consideration for privacy.</li> </ul> <p>If it seems video call is not a good option, inform the participant that a phone call may work better.</p>
Step 4: Confirm appointment details	<ul style="list-style-type: none"> <li>• Tell them how the agency will share the appointment invitation.</li> <li>• Help them install the app and open it or access the platform from a web browser.</li> <li>• Tell them how to check video and audio are working (video is optional for the participant).</li> <li>• “Is it okay if I share some tips for video calls? I can tell you now or email it to you.” (See Tips for Use – WIC</li> </ul>

	Participants) <ul style="list-style-type: none"><li>• Tell them what to do if they cannot make the appointment time or have trouble connecting.</li></ul>
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## Tips for Camera Set-Up Before Appointment – WIC Staff

- Choose a spot with plenty of light – avoid sitting with back towards window since this will make it harder for participants to see your face.
- Make sure the camera is steady and at eye-level.
- Find a private and quiet place. Reduce background noise and other distractions.
- Get your computer or device ready by closing other applications, so they don't slow down the internet connection.

## Steps for Appointment – WIC Staff

1. Introduce yourself.
2. Verify the participant's technology, audio, and video is working.
3. Discuss what to do if connectivity gets interrupted.
4. Confirm the participant's identity and if anyone else is joining them.
5. Ask if the participant has the privacy they need.
6. Keep the visit as much like an in-person visit as possible using friendly body language and eye contact.

## Tips for Appointment – WIC Participants

Edit this section as needed for your local agency. You can send this to participants via email or discuss on the phone.

Our goal is to ensure you receive the same high-quality care that you would by coming in for a visit. It's not required to participate in video calls, but this will help us to use it in the future when we need to return to in-person appointments. Thank you for helping us out!

1. **Internet Access:** Make sure to have reliable internet access. You can go to a library or community center if there is free WiFi but it may not be as private for you.
2. **Access to Platform:** We will be using [insert platform Teams or Zoom] for this appointment. You can either download the app or access the appointment invite through a web browser. **Edit and insert these tips if desired:**
  - a. How to install the app and open it or access the platform from a web browser.
  - b. How to check video and audio are working (video is optional for the participant).
  - c. How they will receive the appointment invitation or call.

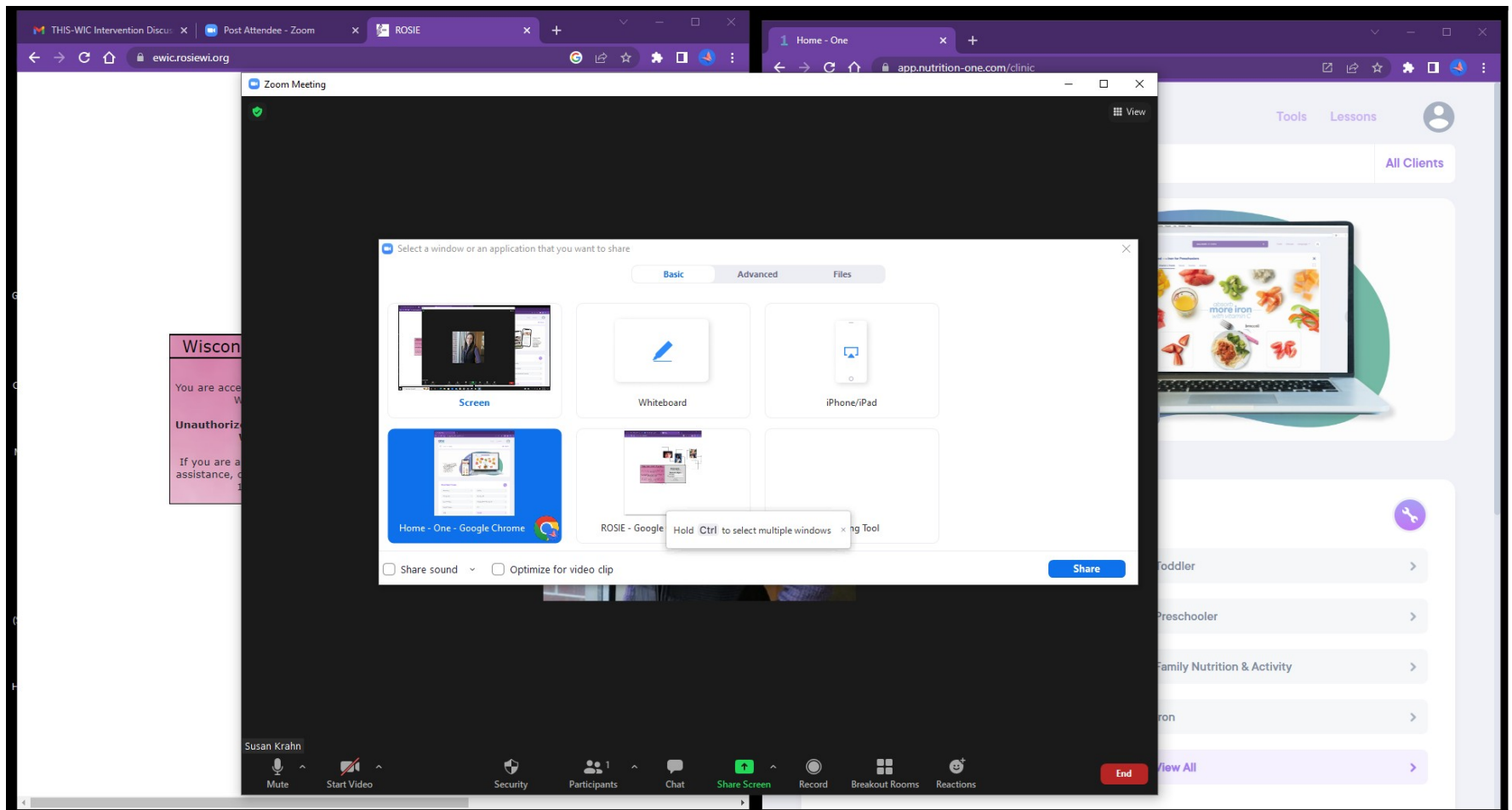
- d. What to do if they cannot make the appointment time or have trouble connecting. Suggested to include a phone number in the appointment invitation and reminder.
3. **Camera use is your choice:** You can have your camera on or off. Wear whatever makes you feel comfortable.
4. **Find a safe and quiet spot:** Find a quiet spot where you can hear the WIC staff clearly. Avoid driving during the appointment. If unable to find a quiet space, try using headphones to make it easier to hear and talk to the WIC staff.
5. **Close other apps:** Before the visit starts, close other apps/browsers that you are not using to help improve internet connection.
6. **Consider propping your device:** Lean your phone/tablet against a stack of books or a diaper box for example to allow you to use your hands freely and get comfortable.

### Using ONE During the Appointment – WIC Staff

- Share your ONE screen during the appointment. See Zoom tips for sharing ONE below.
- Use the interactive 'Nutrition Tools Index' hyperlinked at the bottom of the ONE Category page to find appropriate tools to share.
- Participants do not need to create or log-in to their account since you are screen sharing the ONE tool. They can log-in after the appointment.
- Consider starting with one participant type at a time. For example, start with children and get familiar with tools and visuals in ONE's preschooler category first.
- Consider sending the survey via text or email after the appointment and encouraging them to share their feedback on the video call experience.

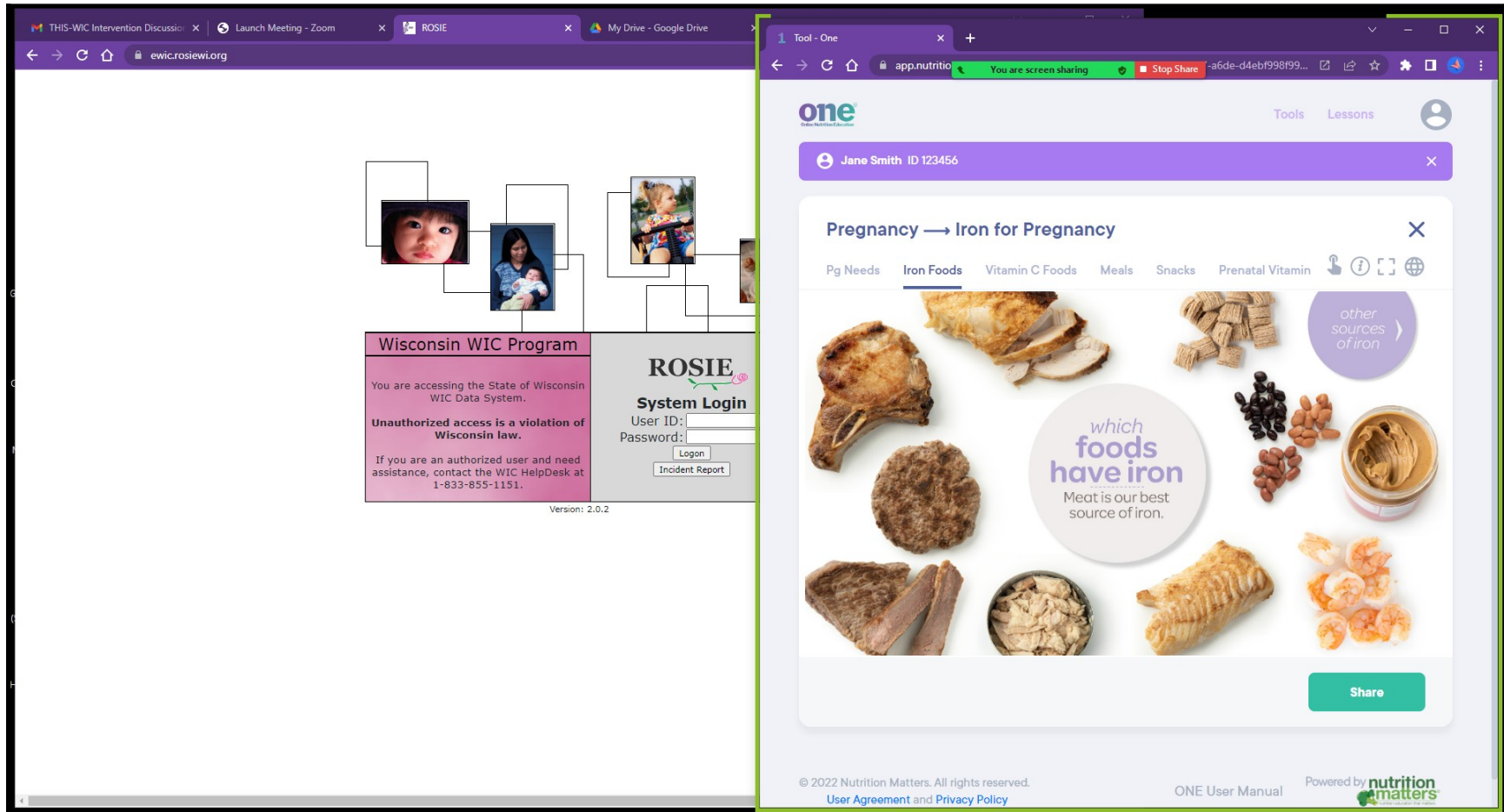
#### *Zoom Tips*

1. Open ONE in a separate tab and a separate internet browser window.
2. When you have connected to the participant's client account in ONE, have found a Nutrition Tool in ONE, and want to talk about the visual with the participant, you are ready to share your ONE screen.
  - a. Be sure you are connected to the correct participant (name highlighted in purple at top of screen) before sharing your ONE screen.
  - b. Do not open the All Clients list page. This page is the only screen that should have confidential information that participants should not see.
3. Select the **Share Screen** button at the bottom of your Zoom meeting. Select the window or application you want to share. **Pick the option that has only the ONE website open in it.**

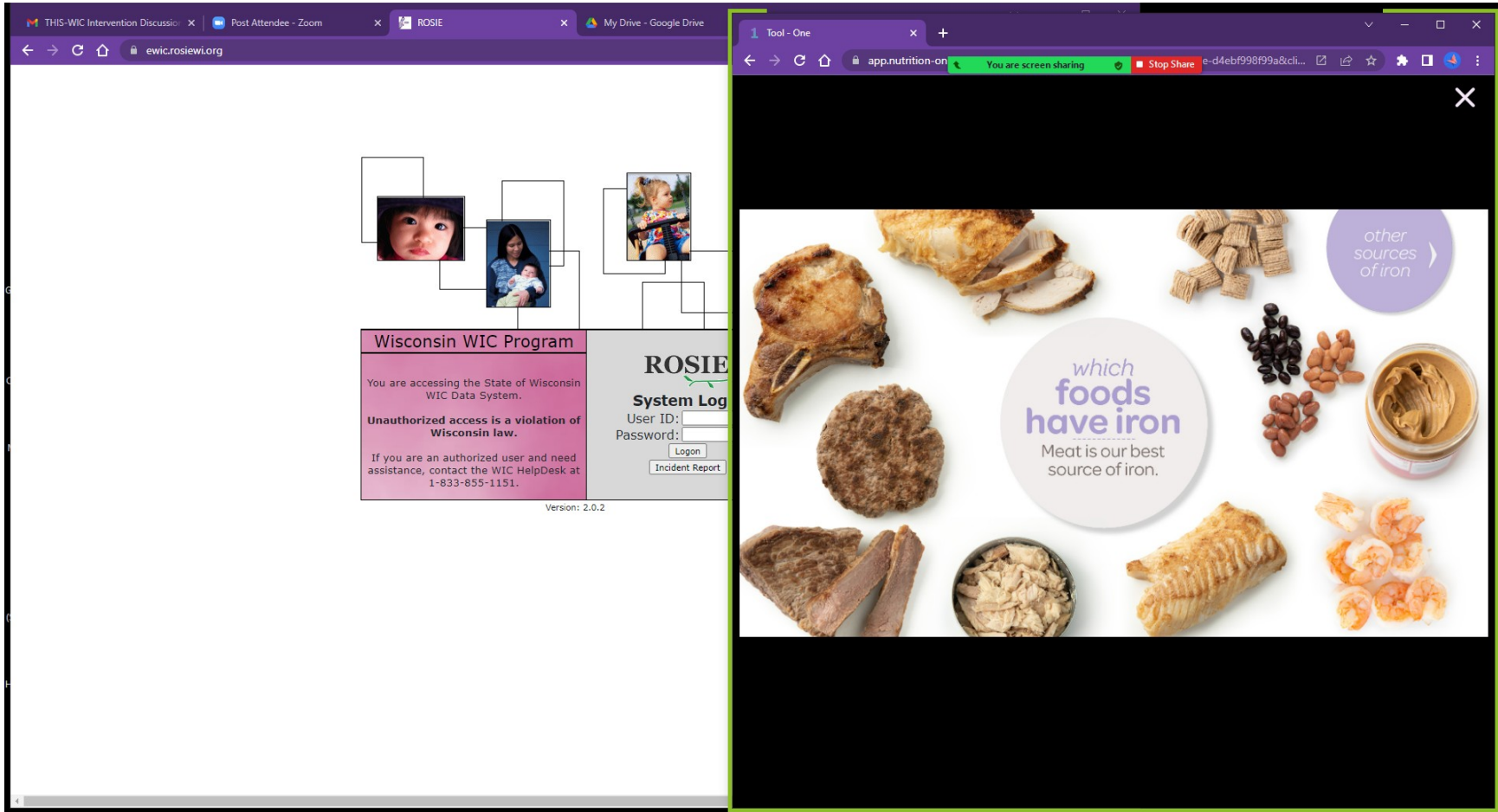


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4. After you click 'Share' on this Zoom screen, you will see a bright green line around the window you are sharing. In the example below, only the internet browser window with ONE open is seen by the participant:



5. You can click on the full screen icon  to maximize the visual for the participant.



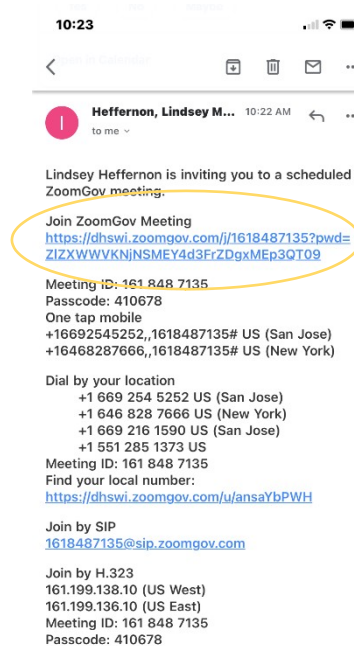
6. Click 'Stop Share' in the Zoom toolbar when you are done sharing that visual.

## Participant Tips for Zoom on Phones

1. Assist the participant with Zoom set-up prior to appointment day/time.
2. Download Zoom from the **iPhone App Store or Google Play Store**. Participants do not need to sign up for a Zoom account.

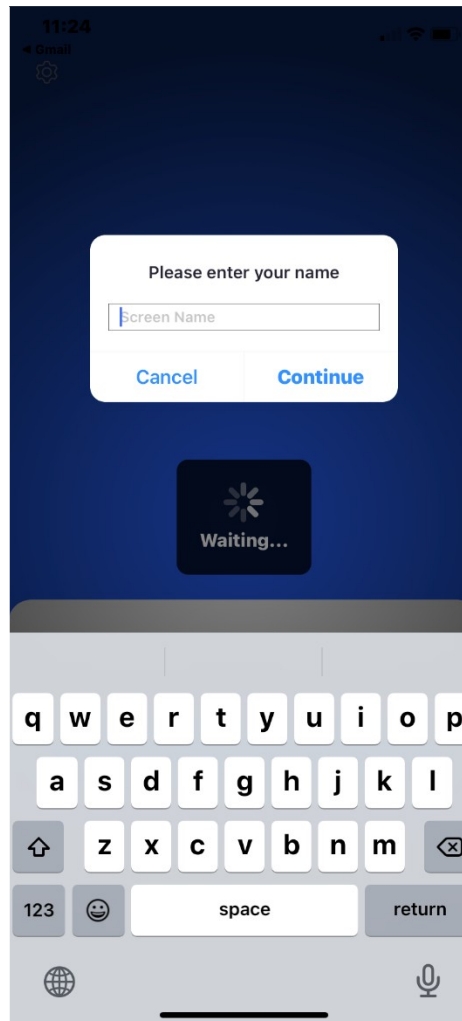


3. Send meeting invite 1-2 days prior or the day of the appointment. If sending original meeting invite more than two days in advance, send a reminder email the day of the appointment so participants have easy access to the link, meeting ID, and passcode.
4. Join the Zoom meeting
  - a. From the original Zoom meeting email, select the link below “Join Zoom Meeting” or “Join ZoomGov Meeting”. This is preferred.
  - b. In the Zoom app, click “Join Meeting” and enter meeting ID and passcode. If a participant goes this route, be prepared to provide the meeting ID and passcode.





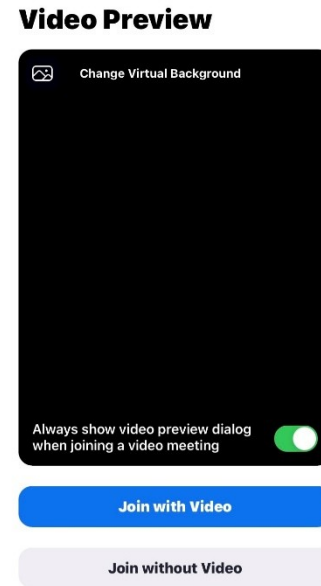
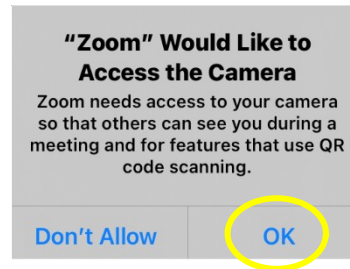
5. Zoom app will automatically open and ask them to enter first and last name.



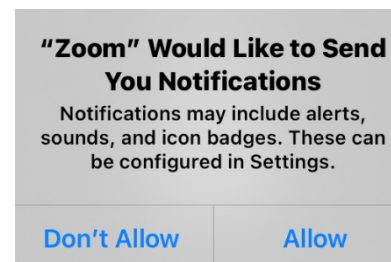
participants to enter their name. Consider asking

6. If this is the first time the participant has used the Zoom app, it will ask them if the app can access their camera and microphone and if the app can send them notifications.

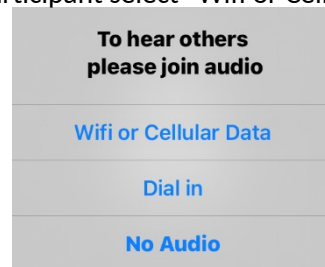
- a. The app will ask the participant if the app can access their camera first. The participant can choose “Don’t Allow” or “Ok.” Video Preview will be the next to appear. If the participant allowed the app to access the camera then their picture will appear.



- b. The app will then ask the participant if it can access the microphone and send notifications. Have the participant select “ok” to access microphone and the participant can decide if the app can send them notifications and access their camera.



- c. Next the app will ask how the participant wants to join audio. “To hear others please join audio” and the options “Wifi or Cellular Data,” “Dial in” or “No Audio.” Have the participant select “Wifi or Cellular Data.”





7. The participant will automatically join the meeting and this will be their view.

