




Avista

E-Hub Rules to Help Everyone have a Good Zoom Session

	<p>Virtual meetings like Zoom sessions are a great way to keep in contact with family and friends. You can join in activities with others when you cannot be in the same place as they are.</p> <p>Here are some things to remember when you are in a Zoom session.</p>
	<p>Be Respectful</p> <p>Remember everyone in a Zoom session can see and hear you when your video and microphone are turned on.</p> <p>It is important that everyone in the session is relaxed, can participate in and enjoy the Zoom Session.</p> <p>Treat everyone in the session the way you would like to be treated.</p>
	<p>Be Patient</p> <p>Sometimes things can go wrong during a session, there may be technical problems, or you may have to wait for a while for everyone to join into the session.</p>

	<p>No Recording</p> <p>Individuals attending Zoom sessions and anyone else do not have permission to record the session.</p> <p>Individuals do not have permission to take photos during the session.</p>
	<p>Speaking</p> <p>Raise your hand when you want to speak or ask a question</p> <p>Or use the raise hand icon</p> <p>When you are speaking try to look at the camera and speak up so others can hear you but be careful not to shout.</p> <p>Wait until the other person is finished speaking before you speak.</p> <p>Give other people time to speak.</p>
	<p>Pay attention</p> <p>Listen to others when they are speaking.</p> <p>Try not to do anything else during the session that will disturb others.</p>
	<p>Mute your Microphone</p> <p>The host may ask you to mute your microphone so everyone can hear them speak.</p> <p>If you cannot do this yourself ask for help.</p>

	<p>Start Video</p> <p>This is important. Please turn on your video if asked to do so. You will be asked to turn your video on to help the host and co-host identify who has joined the session or to ensure that you are doing an activity safely. For example doing an exercise in a safe way.</p>
	<p>Inappropriate behaviour or language</p> <p>If anyone's behaviour is inappropriate or offensive they will be removed from the session. Support staff will contact you to discuss why it happened and how to avoid it happening again.</p>
	<p>Help</p> <p>If you are having a problem with your technology you should ask someone in your house or a staff in work to help you.</p>
	<p>Making a complaint</p> <p>If you have a complaint or have concerns, contact the E-Hub Coordinator</p> <p>Stephanie Lynch, E-Hub Coordinator, Avista, St. Vincent's Centre, Navan Rd Dublin 7 Ph 087 1852257 stephanie.lynch@avistaclg.ie</p> <p>Otherwise please refer to the DOCS003 Management of Feedback, complaints & Compliments Policy</p>