Virtual Care Tip Sheet
Using Zoom©

In this information sheet you will find:

- a story from a clinician sharing their experience conducing a team assessment using Zoom©
- instructions for the following functions of Zoom©:

  - Roles in a Meeting
  - Zoom© Settings
  - Meeting Views
  - Screen Share
  - Annotations
  - Pin Videos
  - Remote Control

  - Waiting Rooms
  - Managing Participants
  - Mute and Unmute All
  - Inviting Others to Join the Meeting
  - Whiteboards
  - Polling for Meetings
  - Breakout Rooms

Need some support with Zoom©?

Contact:
  - Greg van den Kroonenberg at gvkmedia@ hollandbloorview.ca

Interested in connecting with other clinicians to learn how they use Zoom© in virtual care?

Send your request to:
  - virtualcare@hollandbloorview.ca so that we can connect you with a virtual care mentor (super user) in your professional cluster or clinical area.

Holland Bloorview Kids Rehabilitation Hospital, staff have access to the following Zoom© accounts:

- Basic
- Licensed

Staff with a Basic Zoom© account can:

- host meetings with up to 100 participants
- organize meetings with 3 or more participants for a 40 minute time period (note: same meeting link/ID can be used again if needing to connect after the 40-minute cut off)

Limitations to the Basic Zoom© account are:

- assigning an alternative host
- creating polls
- hosting large meetings, webinars, or conference room connectors

Conducing a Team Assessment using Zoom©: Our Experience
By Halla Fahmi, Psychometrist

The outpatient BIRT neuropsychology concussion team (Psychologists: Janine Hay, Shannon Scratch; Psychometrists: Debra Moroz, Naomi Smith, Halla Fahmi; Intern: Azin Taheri) recently administered a non-diagnostic 3 hour assessment over Zoom©. This involved standardized neuropsycholgy measures that are traditionally administered face to face in a quiet room across a table. We sought and received approval from test makers to deliver the measures virtually. As part of the assessment with clients, we also included a short orientation to Zoom© highlighting features like screen and audio sharing, remote control, and brief, de-identified recording for the purposes of our assessment. We experienced some minor technical glitches, but were quickly able to troubleshoot and get back on track. Overall, the virtual assessment was a huge success and we are confident that the results are valid. The team will be communicating with the clients and families to gather their feedback on the virtual assessment. The team is excited to continue providing these innovative virtual assessments to Holland Bloorview clients!

Roles in a Meeting

There are multiple roles available in a Zoom© meeting. In addition to being a participant, an individual can act as the meeting host, co-host or alternative host. The role that you have in a meeting is designated by the host. The table below describes the different meeting roles.

Meeting Roles	Description
Host	• The individual that scheduled the meeting. • They have full permissions to manage the meeting. There can only be one host of a meeting.
Co-hosts	• Shares most of the controls that the host has, allowing the co-host to manage the administrative side of the meeting, such as managing attendees. • The host must assign a co-host during the meeting. This cannot be done ahead of time. • Co-hosts cannot start a meeting. If a host needs someone else to start the meeting, they can assign an alternative host.
Alternative hosts	• Shares the same controls as co-hosts and can start the meeting. • Hosts can assign alternative hosts when they schedule a meeting. • Are able to start the meeting by using the meeting ID or meeting link in the invitation email. The meeting will not display in the upcoming meetings list in the desktop client or mobile app for alternative hosts.

Note: If you need to schedule a meeting on behalf of another user, use scheduling privilege.


Things to think about!

Depending on what your role is in the meeting, you may use a variety of different functions offered by Zoom©. Think about what functions you need to use in advance of your meeting and plan ahead. You can use this information sheet, along with other resources, to help you explore the different functions of Zoom©.
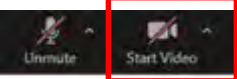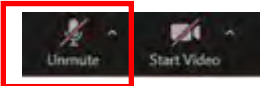

Zoom© Settings

If you are brand new to Zoom©, please log in to your web-based account. Once you log in, you will find your name and Zoom© options down the left column.
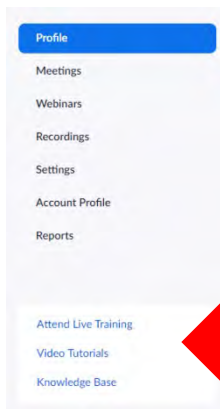
At the bottom of the column there are links **to Attend Live Training,** watch **Video Tutorials** and learn more from the **Knowledge Base** (quick start guides, support topics, additional resources).

Take 5-10 minutes to watch brief videos from the Video Tutorials section to help you get started with Zoom©.

Setting up Zoom©

| Zoom© Settings	Description
Camera	• When connected to Zoom©, you can choose which camera to use, if more than one is available (e.g. Meeting Owl). • Click the camera icon picture at the bottom left of the screen. • Click on the up arrow beside it to bring up options. Ensure the camera you want to use is the one selected.
Microphone	• When connected to Zoom©, you can choose which microphone (audio) to use, if more than one is available (e.g. Meeting Owl). • Click the microphone icon picture at the bottom left of the screen. • Click on the up arrow beside it to bring up options. If you are using a Meeting Owl, please select the Meeting Owl for both **Select a Speaker** and **Select a Microphone** in the options area. You can quickly switch from phone to computer audio, or the other way around in this pop up window.

The default page in video settings is the **Video** options. This is where other setting options can be found. This section provides details on how to set the following Zoom© settings:

- video
- audio
- share screen
- virtual background
- recording
- statistics
- accessibility
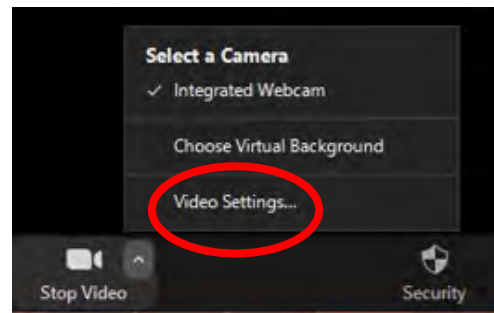
Video

It is recommended that **Hide non-camera** participants be selected. This will help to unclutter your viewing screen when in a larger meeting.
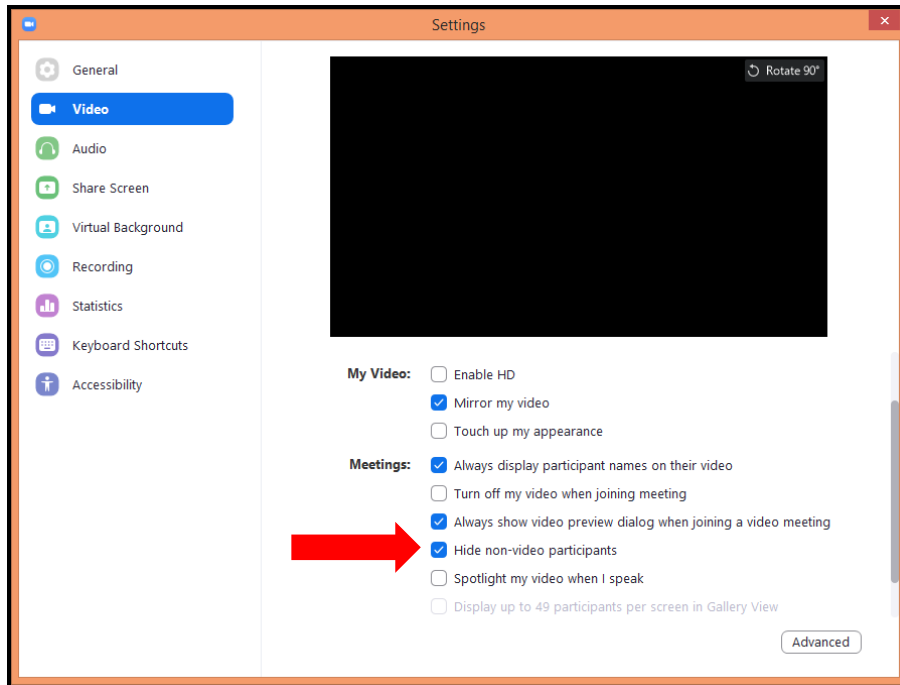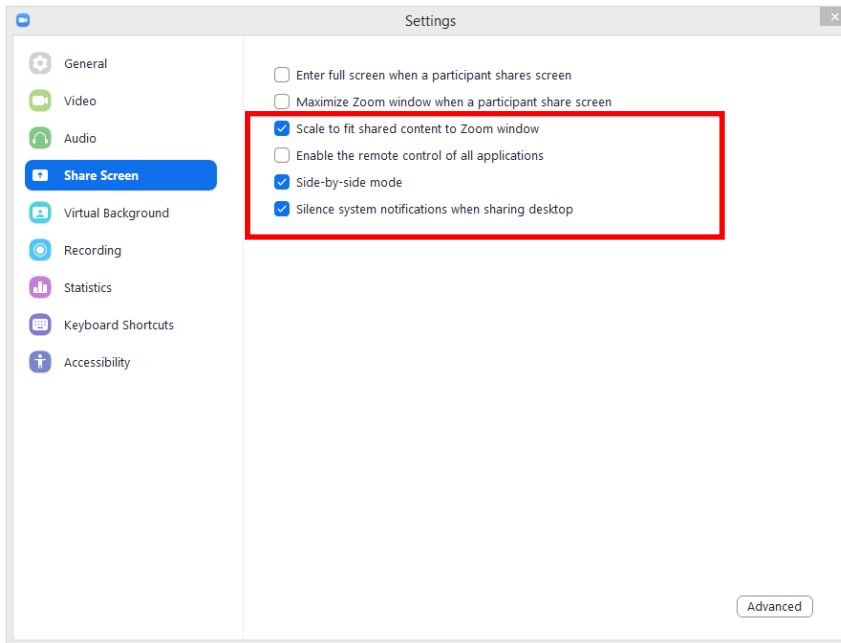

Audio

It is important to test your speaker and microphone. Testing your equipment can be done on this page. It is also suggested that all of the radio buttons at the bottom of the settings page be selected, except for the first one.
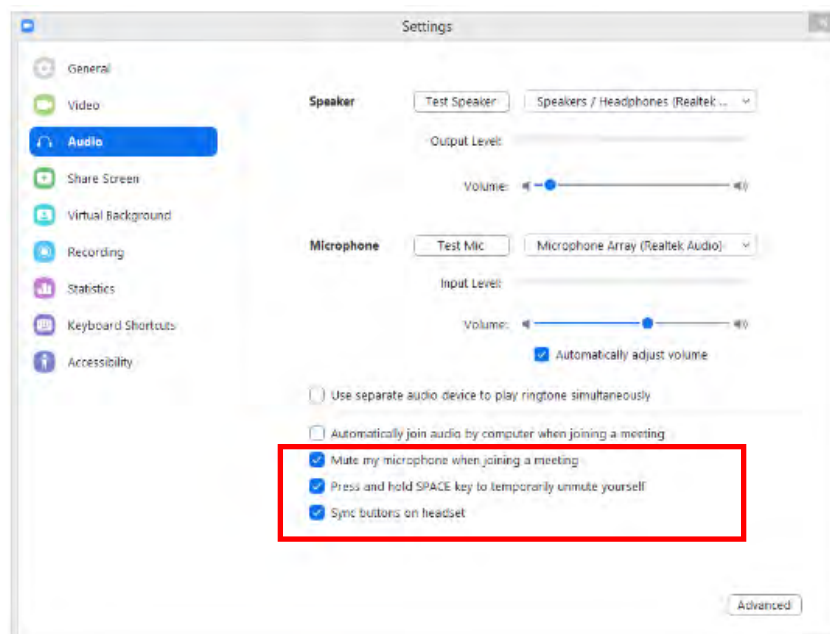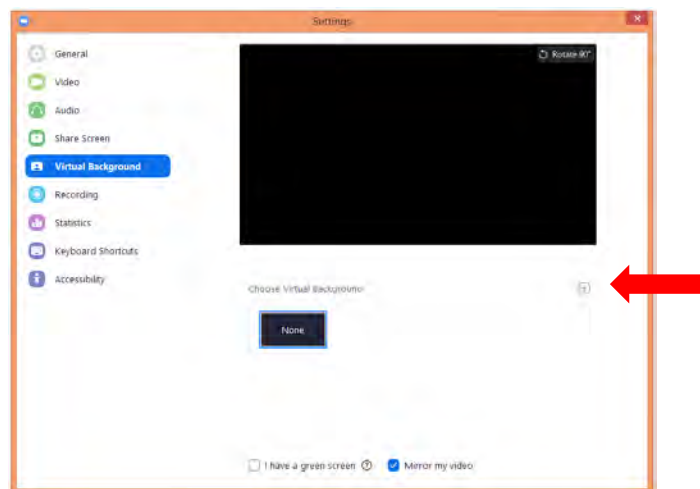
Share screen

It is suggested that buttons 3 (scale to fit shared), 5 (side by side), and 6 (silence system) be selected.


Virtual Background

Virtual backgrounds can also be changed. A virtual background without the green screen option can also be downloaded. The ⊕ icon allows you to import your own backgrounds.
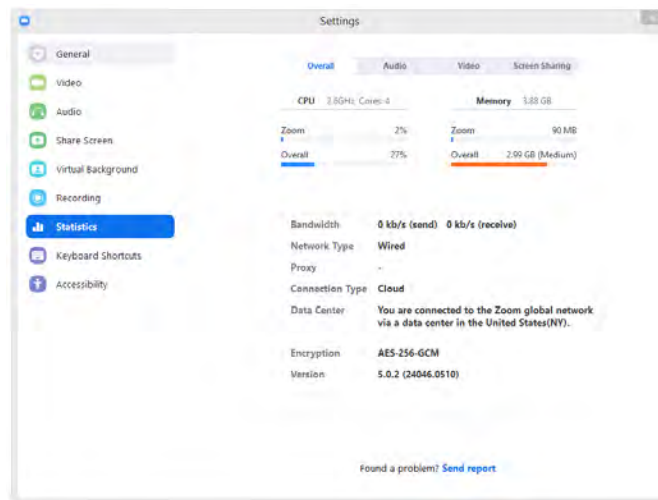
Recording

Only local recording is allowed. If you are recording the Zoom© meeting or session, select buttons 1, 3 and 5, as well as the button under number 5 (place video next to the shared screen in recording).
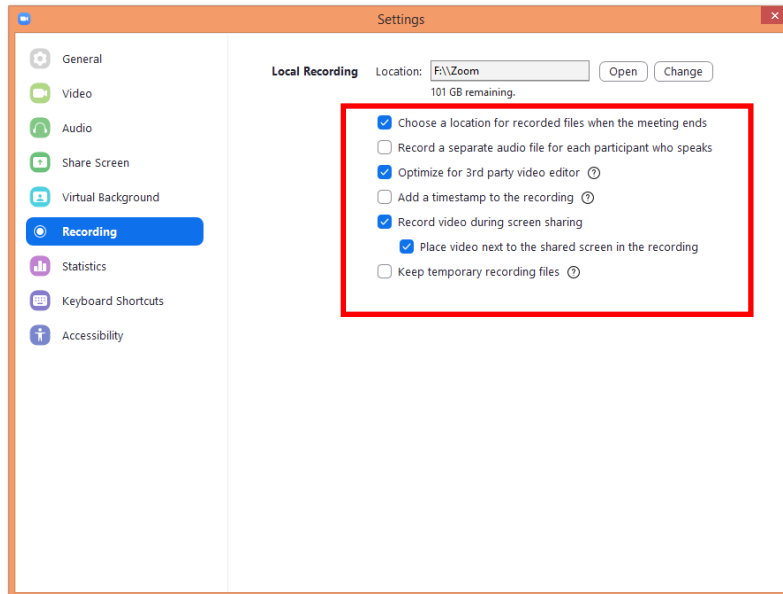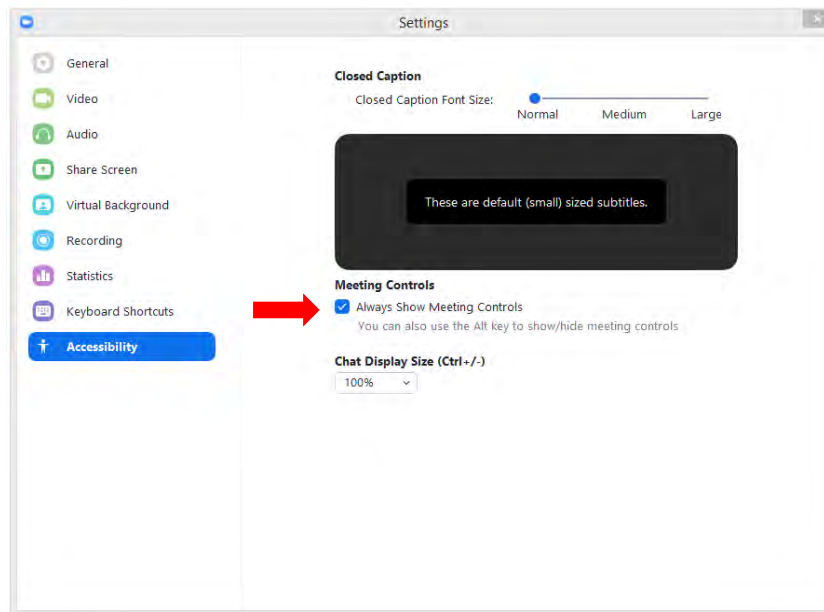

Statistics

No actions are required here.

Accessibility

It is recommended that **Always Show Meeting Controls** be selected. This makes it easier to navigate around when in a meeting.

Security Options

The Security icon in the meeting controls allows the host or co-host of a meeting to enable or disable options during a meeting to secure the meeting and minimize disruption during the meeting. Available security settings are:

| Security Options	Description
Lock Meeting	• Locks the meeting, keeping new participants from joining the meeting.
Enable Waiting Room	• Enables **Waiting Room** for incoming new participants or to move current participants into the Waiting Room.
Share Screen	• Allows host to start Screen Shares.
Chat	• Allows participants to use the chat function.
Rename Themselves	• Allows participants to rename themselves from the Participants panel.
Annotate on Shared Content	• Allows participants to annotate over content shared during the meeting. The host can enable or disable annotation when the host is sharing.
Remove Participant	• Allows the removal of a participant from a meeting. The participant cannot re-join unless **Allow removed participants to rejoin** is enabled in Meeting settings.

Meeting Views

At the top right of your screen, you will have the option to toggle between **Gallery view** or **Speaker view.** Gallery view is where you see small boxes of all participants. If the number of participants is high, you will notice arrows on the side of the screen, allowing you to flip through the pages of participants. Speaker view is where the person talking takes over the main part of the screen. The rest of the participants are placed across the top in small boxes. There is also the **Enter Full Screen** option. If you want to multitask (e.g. view emails, pull up files) while the meeting is live, **do not** enter full screen.

Speaker view:
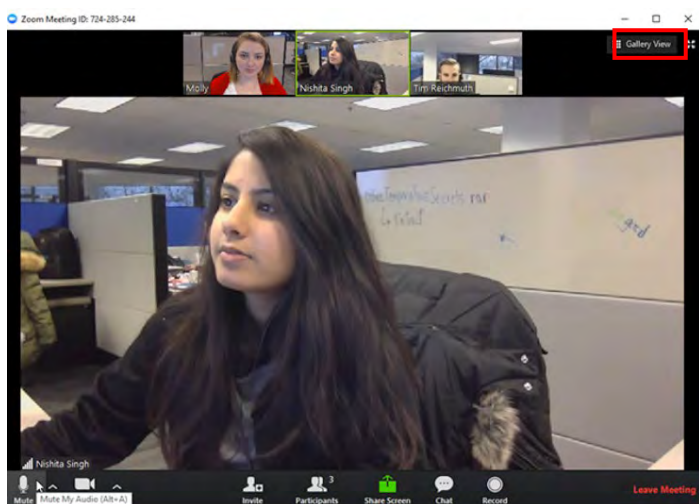
Gallery view:
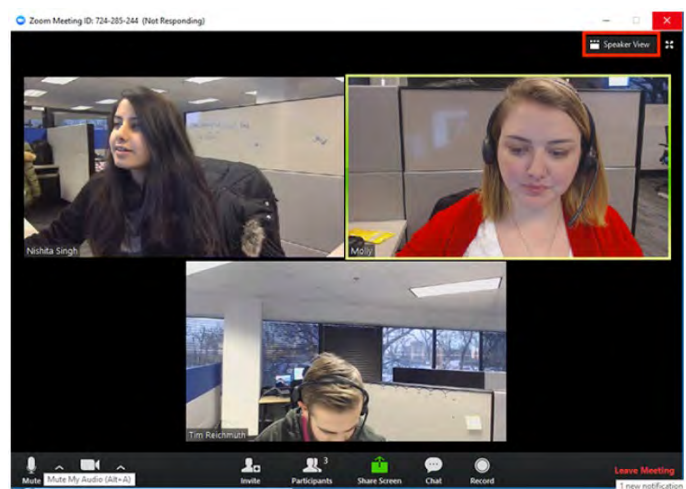
Screen Share

To effectively screen share without delays, have your documents/screens ready (open before your meeting). This will help avoid having to share your desktop and have everyone watch you navigate to the document that you want to share.

If you are sharing back to back items, the "share" button turns into a "new share" button while you are sharing item 1. You can navigate to new share when you are ready and the participants will not see this action.

If you are sharing a video, click **Optimize for Video** button. This will ensure that the audio will be broadcasted from the computer and not your microphone.
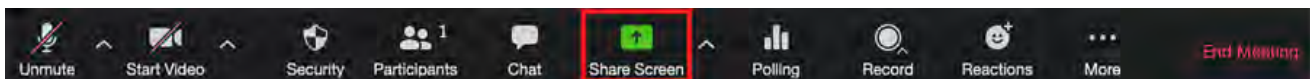
Clinician Tip

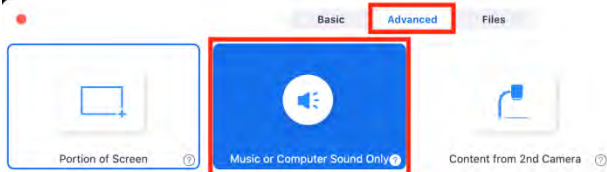Screen share can be helpful with:

- showing family resources or equipment options
- playing a YouTube video or a game
- sharing session outline
- reviewing documents and forms with family
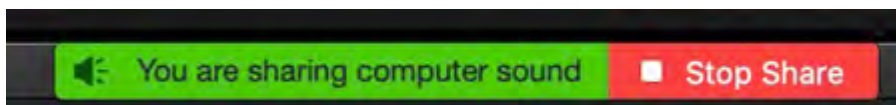
Share Music or Computer Audio Only

1. Click the Share Screen button in the toolbar.

2. Click **Advanced** and choose **Music or Computer Sound Only.**
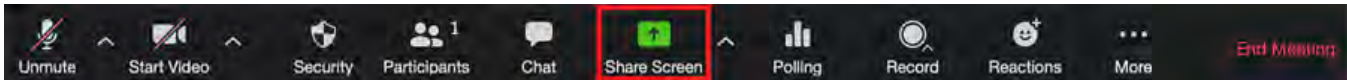

3. To stop sending audio, simply click **Stop Share** at the top of your meeting screen or mute the speaker of your phone or the speaker of your PC or MAC.
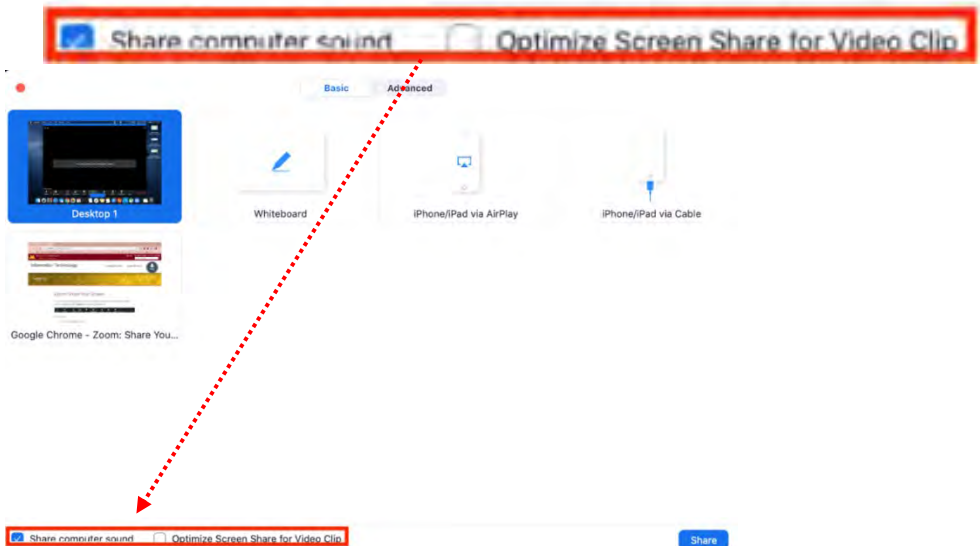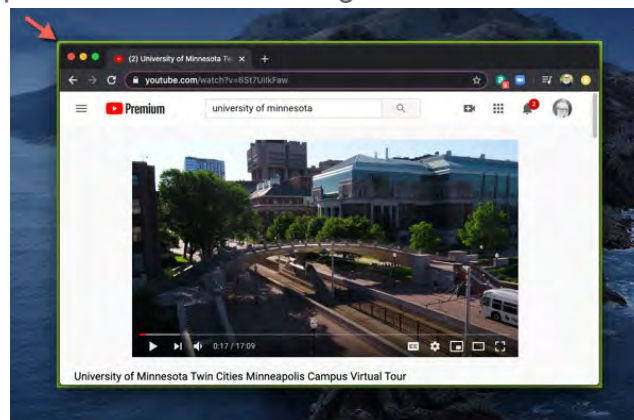
Sharing Computer Screen and Audio

1. Click the **Share Screen** button in the toolbar.

2. Check the box to **Share computer sound** at the bottom of the **Share Screen** pop-up window. If you are sharing a video clip, check **Optimize Screen Share for Video Clip.**

3. Make sure your volume is at an appropriate level.
4. If you are trying to share a video (e.g. YouTube), make sure the screen is visible to participants. What participants see is outlined in green:

5. To stop sharing your screen and audio, click **Stop Share** at the top of your meeting screen. **Note:** If multiple screens are being shared, the sound from any particular screen cannot be shared.
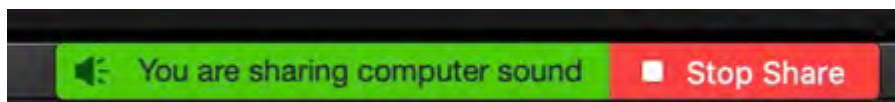
Screen sharing a PowerPoint presentation

There are three methods you can use to screen share a PowerPoint presentation in a Zoom© meeting:
- Dual monitors with slide show and presenter's views
- Single monitor setup with slide show view in a window
- Single-monitor setup with slide show in full screen

Dual monitors with slide show and presenter's views

Follow these steps if you are using dual monitors and want to present your PowerPoint file in one monitor while viewing the presenter's notes in another monitor.

1. Open the PowerPoint file you want to present.
2. Start or join a Zoom© meeting.
3. Click **Share Screen** in the meeting controls. ⬆
4. Select your primary monitor then click **Share.** If you are not sure which monitor is your primary, select the one that PowerPoint opens in.
5. While sharing your screen, switch PowerPoint to slide show mode by clicking the Slide **Show tab > From Beginning or From Current Slide.** If you correctly shared your primary monitor, participants will see the PowerPoint in slides how view. The green border indicates the monitor you are currently sharing.
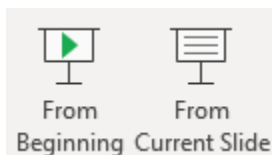
The presenter's view will appear on your secondary monitor. Use this to view your slide notes and control the presentation.
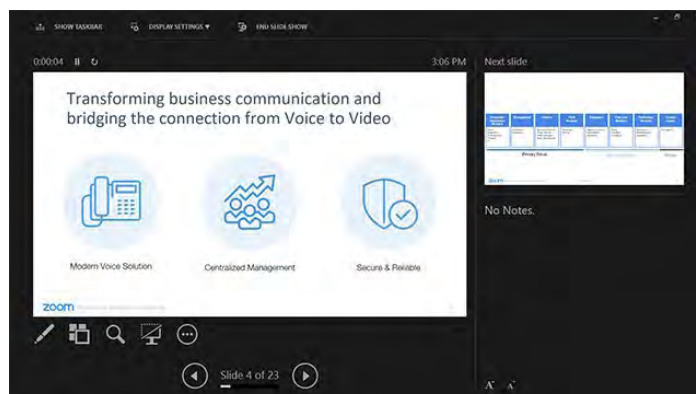
6. If you are not sharing the correct monitor, click **Display Settings** in PowerPoint then **Swap Presenter View and Slide Show.** PowerPoint will switch the monitor that is used for slide show view.
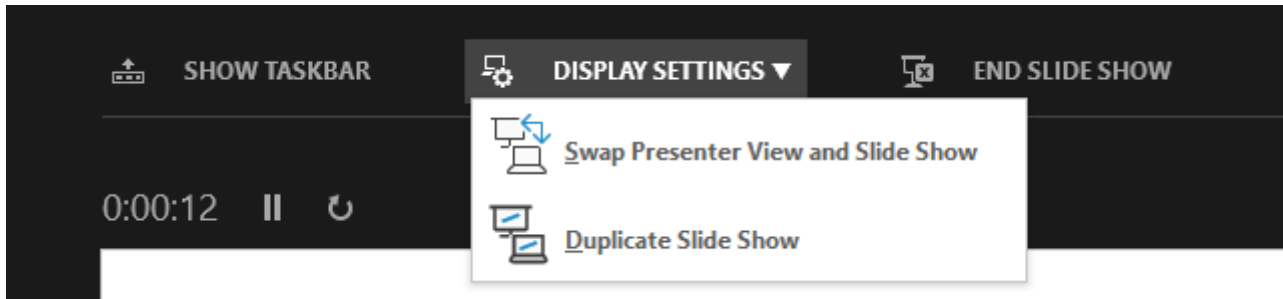
Alternatively, you can click **New Share** on your screen share controls and select the screen showing the PowerPoint in slide show view.
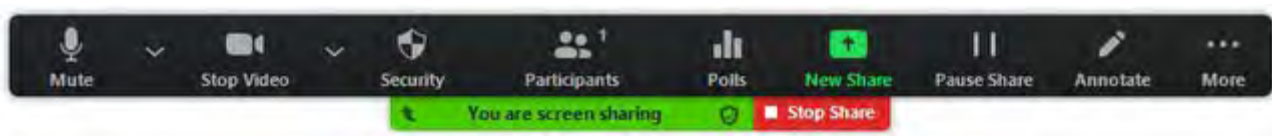
Single monitor setup with slide show view in a window

Follow these steps if you have a single monitor and want to share your PowerPoint presentation in slide show view, but have it contained in a window rather than in full screen. This is useful if you need to access meeting features like in-meeting chat or managing participants while sharing your PowerPoint presentation.

1. Open the PowerPoint file you want to present.

2. Click the **Slide Show** tab then **Set Up Slide Show.**

3. Under **Show type**, select **Browsed by an individual (window),** then click **OK.**
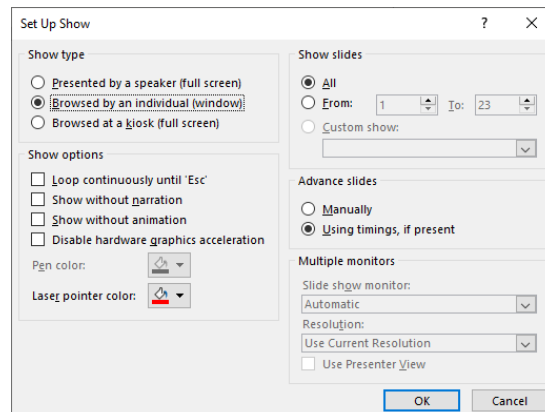
4. Switch PowerPoint to slide show mode by clicking the **Slide Show** tab **> From Beginning or From Current Slide.** PowerPoint will display the slide show in a window.
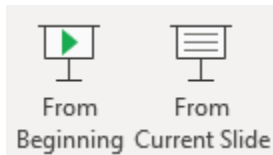

5. In Zoom©, start or join a meeting.
6. Click **Share Screen** in the meeting controls.
7. Select the PowerPoint window then click **Share.**

Single-monitor setup with slide show in full screen

1. Open the PowerPoint file you want to present.
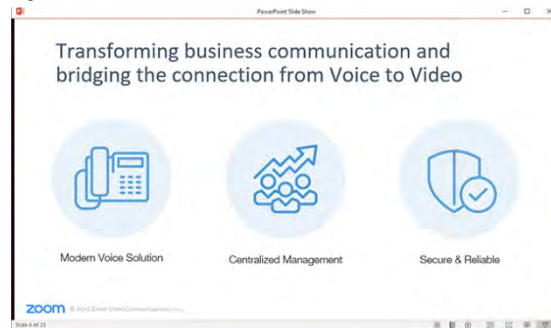2. Start or join a Zoom© meeting.
3. Click **Share Screen** in the meeting controls.
4. Select your monitor then click **Share.**
5. While sharing your screen, switch PowerPoint to slide show mode by clicking the **Slide Show tab > From Beginning or From Current Slide.** The green border indicates the monitor you are currently sharing.

Sharing video sound

To share computer audio such as YouTube, Pandora, etc. during screen sharing, click on **Share Computer Sound.**
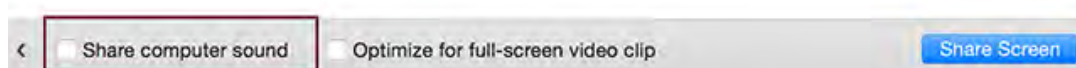
Annotations

Meeting participants can annotate on a shared screen as a viewer or the one that started sharing your screen. You can also use annotation tools when sharing or viewing a whiteboard. Before using annotation, make sure it's enabled in the Zoom© web portal.

To enable annotation for your own use:
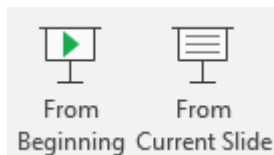- Sign in to the Zoom© web portal
- Click **Settings** in the navigation panel
- Click the **Meeting** tab
- Under **Meeting** (Basic), verify that annotation is enabled

Clinician Tip

Annotate on a shared screen can be helpful with:

- "virtual pointing" on a communication display or resource shared on the screen using 'spotlight' or draw tool
- communication setting up equipment (screen share pictures of the equipment) and drawing on equipment to virtually point to equipment parts and location
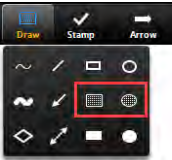
If the setting is disabled, click the toggle to enable it. If a verification dialog displays, click **Turn On** to verify the change. After sharing your screen or whiteboard, annotation controls will display.

Annotation tools

You will see the following annotation tools which are described in the table below:
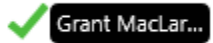

Note: The **Select**, **Spotlight** and **Save** options are only available if you started the shared screen or whiteboard.

Annotation Tools	Description
Mouse	• Allows you to deactivate annotation tools and switch to your mouse pointer. This button is blue if annotation tools are deactivated.
Select	• Allows you to select, move or resize annotations. To select several annotations, click and drag your mouse to display a selection area. • **Note:** This option is only available if you started the shared screen or whiteboard.
Text:	• Insert text.
Draw	• Insert lines, arrows, and shapes. • **Note:** To highlight an area of the shared screen or whiteboard, select the following square or circle icon to insert a semi-transparent square or circle.
Stamp	• Insert predefined icons like a check mark or star.
Spotlight/Arrow	• Turn your cursor into a spotlight or arrow.
Spotlight	• Displays your mouse pointer to all participants when your mouse is within the area being shared. Use this tool to point out parts of the screen to other participants. • **Note:** This is only available if you started the shared screen or whiteboard.
Arrow	• Displays a small arrow instead of your mouse pointer. Click to insert an arrow that displays your name. Each subsequent click will remove the previous arrow placed. You can use this feature to point out your annotations to other participants.
Eraser	• Click and drag to erase parts of your annotation.
Format	• Change the formatting options of annotations tools (e.g. color, font, line width).
Undo	• Undo your latest annotation.
Redo	• Redo your latest annotation that you undid.
Clear	• Delete all annotations.
Save	• Enables you to save all annotations on the screen as a screenshot. The screenshot is saved to the local recording location. • **Note:** This is only available if you started the shared screen or whiteboard.

Annotation settings

If you started the shared screen or whiteboard, click **More** in the screen share controls for these annotation settings:

Annotation Setting	Description
Allow/ Disable participants annotation	• Allow or prevent the participants from annotating on your shared screen.
Show/ Hide Names of Annotators	• Show or hide the participants' name when they are annotating. If it is set to **show**, the participants' name will briefly display beside their annotation. ✓ Grant MacLar...

Pin Videos

Pin video allows you to disable active speaker view and only view a specific speaker. It will also only record the pinned video if you are recording locally (to your computer). Pinning another participant's video will only affect your local view and local recordings, not the view of other participants and or cloud recordings.

To Pin a Video

1. At the top of your screen, hover over the video of the participant you want to pin and click.
2. From the menu, choose **Pin Video**.
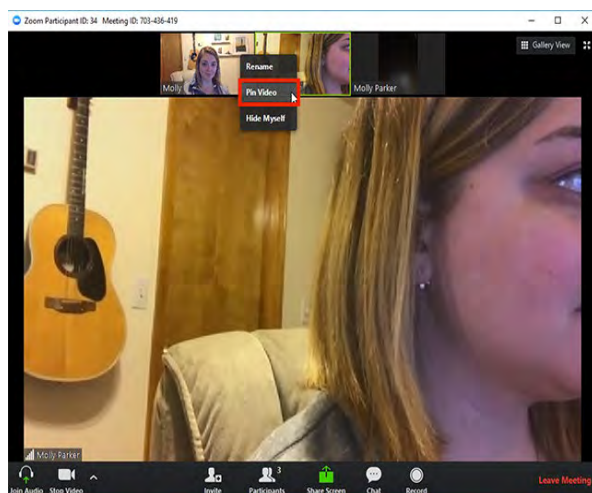
Clinician Tip

Pin client/family video can be helpful with:

• keeping the client/family in largest view in Speaker, especially when working with other clinicians. This helps with observation.

If working on a larger team, you could instruct the family to pin the lead assessor (others can turn off their cameras after introducing themselves to prevent confusion and perhaps make family less overwhelmed with multiple observers).

3. **Optional:** If you have at least 3 participants in the meeting and dual monitor enabled, you will have the option to choose if you want to pin to your first screen or your second screen.
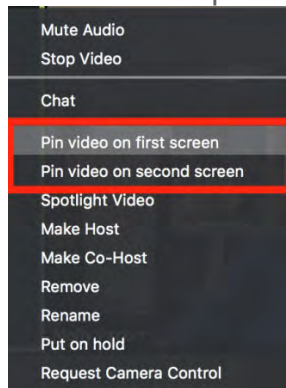
To Cancel a Pin

1. Click **Switch to Active Speaker** in the upper left corner.
2. This will return the meeting to **Active Speaker.**
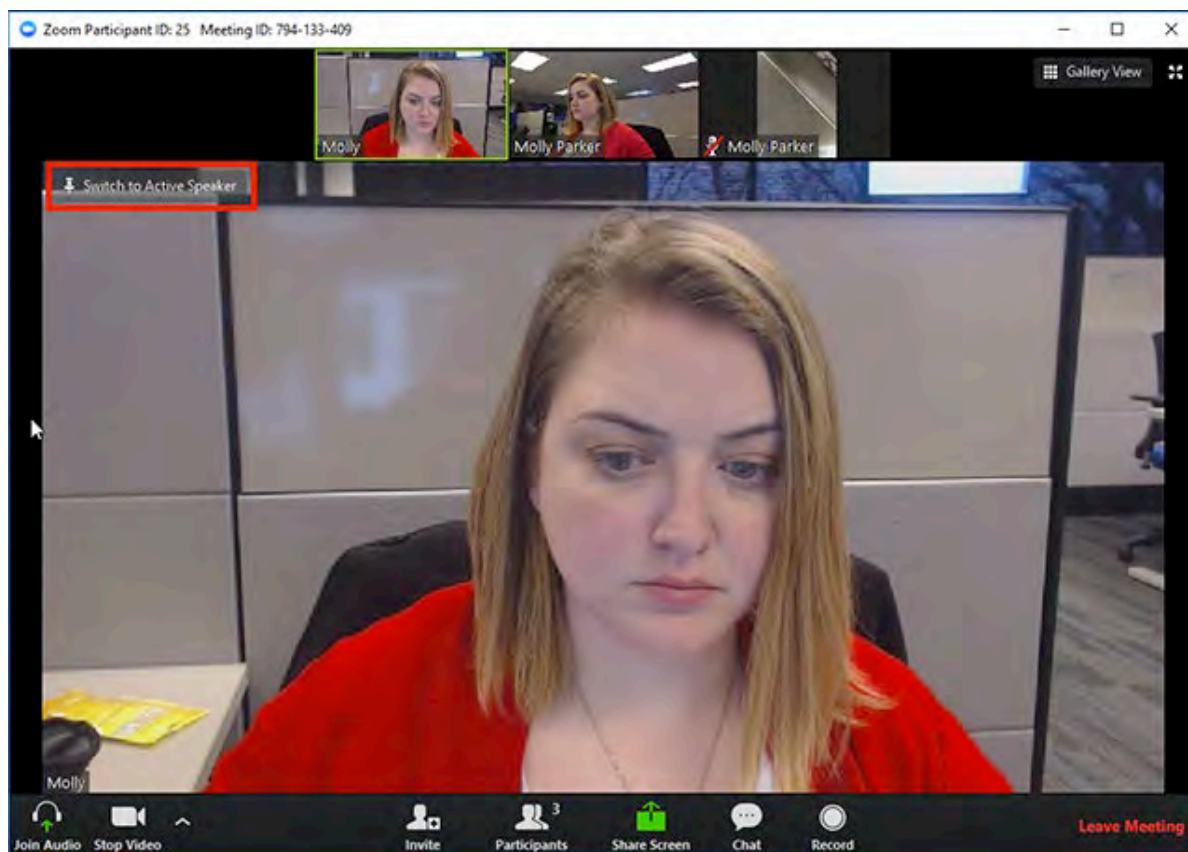
Side-by-side Mode for Screen Share

Side-by-side mode enables them to see the shared screen alongside either the Speaker View or Gallery View, depending on which view they choose. It will also adjust the location of the separator between the shared screen and video to change the relative size of each side.

Clinician Tip

Side-by-side mode for screen share can be helpful with:

- having control to adjust client/family video size to allow observation when in screen share view.

Viewing a shared screen in Side-by-side Mode

1. While viewing a shared screen click on View Options and choose Side-by-side Mode.
2.
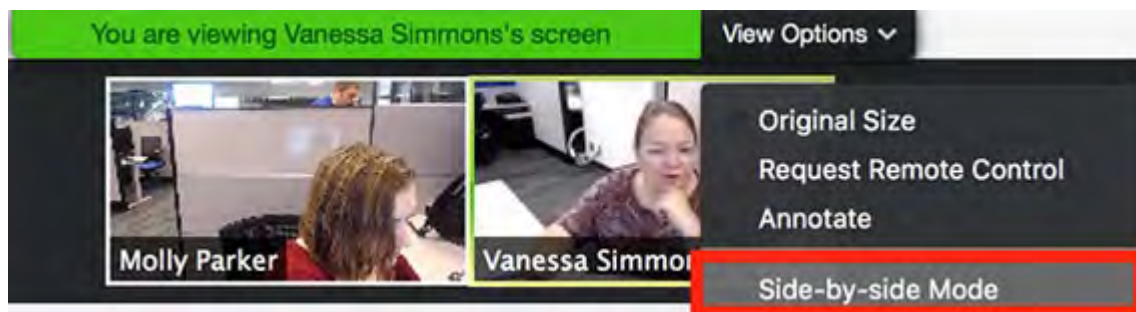
The shared screen will appear on the left and the speaker will appear on the right.

3. Hover your pointer over the boundary between the shared screen and participants' video until your pointer changes to a double arrow and you see a grey line separating both views.
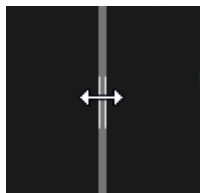
4. Click and drag the separator to adjust the size of each view.
5. Click Speaker View or Gallery View at the top to switch between the two.

Remote Control

The remote control feature allows you to take control of another participant's screen in a meeting. You can either request remote control of another participant's screen or the other participant can give control to you.

Clinician Tip

Request remote control with the 'screen' screen sharing can be helpful with:

- playing a game with the client on the computer
- supporting family with troubleshooting or set-up of the clients high tech communication device

Requesting remote control

You can request remote control from the host or participant who is sharing their screen.

1. While viewing another participant's screen share, click the **View Options** dropdown menu located at the top of your in-meeting window.

> You are viewing Jack Barker's screen   View Options ⌄
>
> Zoom Ratio   Fit to Window ›
> **Request Remote Control**
> Annotate
> Exit Full Screen
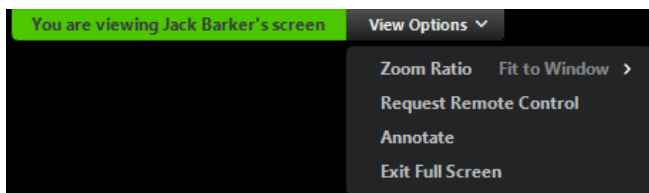
2. Select **Request Remote Control**, then click **Request** to confirm. The host or participant will get a notification asking if they want to allow you to control their screen.
3. Click inside the screen share to start controlling the participant's screen.
4. To stop remote control, click the **View Options** dropdown and select **Give Up Remote Control.**

> You are controlling Jack Barker's screen   View Options ⌄
>
> Zoom Ratio   Fit to Window ›
> **Show Meeting Controls**
> **Give Up Remote Control**
> Annotate
> Exit Full Screen
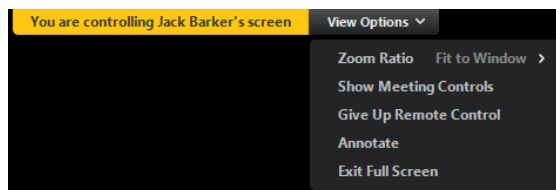
Giving remote control

While screen sharing, you can give remote control to another participant who is in the meeting. If the participant is on iOS or Android, they can remote control your screen using their mobile device.

1. While screen sharing, click **Remote Control** and select the participant you want to give control to. The participant can click anywhere on their screen to start control.
2. To regain control, click anywhere on your screen. The other user can still restart remote control by clicking on their screen.

   Tip: You can also click **Stop Share** to regain control and not allow the other participant to start remote control again.

Waiting Rooms

The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once. You can send all participants to the waiting room when joining your meeting or only guests, participants who are not on your Zoom© account or are not signed in.

Clinician Tip

Waiting Rooms can be helpful with:

- admitting the clinical team first to prep for the session before the client/family joins
- admitting the family (with others in the waiting room) to obtain consent for observers to join the session
- sending the client/family to the waiting room during the appointment if the clinical team needs to consult without the client/family present; the host can admit client/family again when ready.

Note: there is an option to send a **chat message** to people in the waiting room. This is helpful when the client/family is in the waiting room and you are not quite ready for them. You can to let them know that you will be with them in a moment.

Individual meeting

Before you can enable the Waiting Room for an individual meeting, you must enable it in your meeting settings.

1. Under Meeting Options, check **Enable Waiting Room**.

2. Click Save.

Admitting participants during a meeting

1. As the meeting host, click **Manage Participants**.
2. Click **Admit** to have the participant join the meeting.
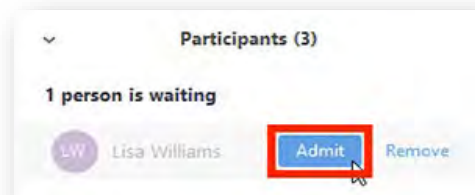
Admit all participants from the Waiting Room

1. As the meeting host, click **Manage Participants.**
2. Click **Admit all.**

Sending participants to the Waiting Room during a meeting

1. As the meeting host, click **Manage Participants.**
2. Click **More** next to the participant's name and choose **Put in Waiting Room.**
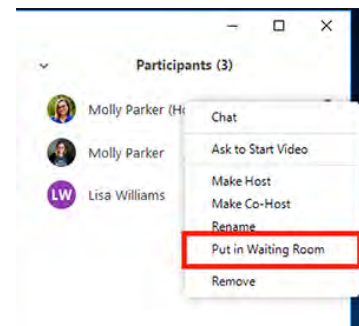
Sending messages to participants in the Waiting Room

1. As the meeting host, click **Chat.**
2. Click the dropdown next to **To:**

3. Click Everyone **(in Waiting Room).**
4. Type and send your chat message to the waiting room. Once the message has been sent, the participants in the Waiting Room will see the message on the Waiting Room screen.

Waiting Room customization

You can customize the waiting room title, logo, and description. This is recommended.
Note: You will need to enable waiting room before you have the option to customize it.

1. After enabling waiting room, navigate to the **Waiting Room** option under **In Meeting (Advanced).**
2. Click the pencil icon below the Waiting Room option.
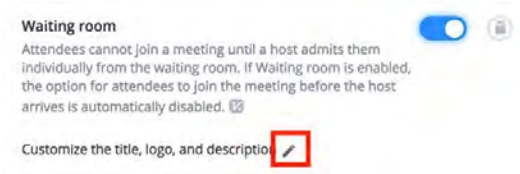
This will open the waiting room customization options.

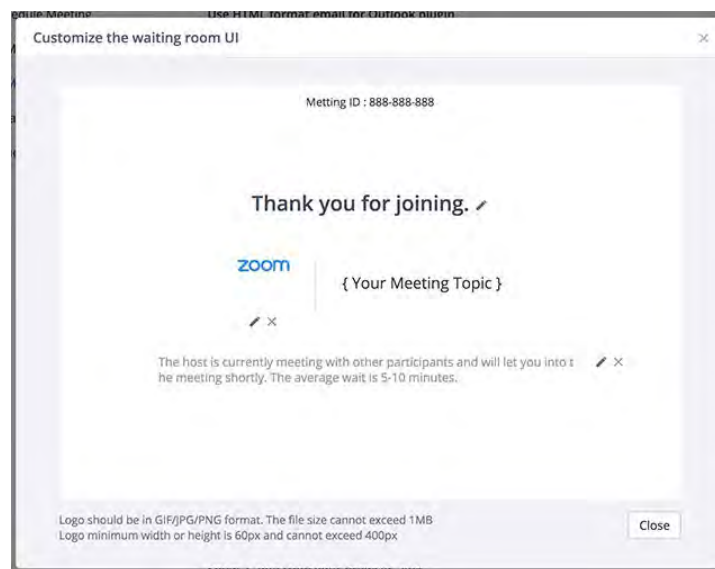| Waiting Room Customization Options	Description
Title	• Click the pencil next to **Please wait**, the meeting host will let you in soon. • To update the meeting title, click ✓ when you are done. • **Note:** Titles are limited to 64 characters.
Logo	• To upload a logo, click the pencil icon. • **Note:** Logos can be in GIF, JPG or PNG format. They cannot exceed 1MB. The minimum height and width is 60px and the maximum is 400px.
Description	• Click **Add waiting room description** to add a description to the waiting room. Click ✓ when you are done. • **Note:** The description is limited to 400 characters.

When you are done, click **Close**. Participants will see your custom waiting room branding when they join the meeting.

Managing Participants

As the host in a meeting, you can manage the participants.

Controls for managing participants

1. Click **Manage Participants** in the host controls to display the participants list.
2. Click the drop-down menu located at the top-left corner to close the participants list or click. **Pop Out** to separate the participants list from the meeting window:
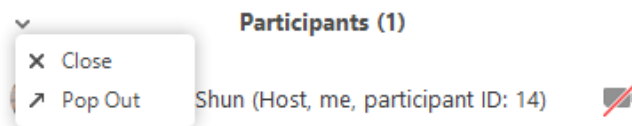
3. Hover over a participant and click **More** for these options:

Mute and Unmute All

You can mute all participants that are already in the meeting as well as new participants joining the meeting.

1. Select **Manage Participants.**
2. Select **Mute All.**
3. You will be prompted to **Allow participants to unmute themselves**. Clicking **Continue** will mute all current and new participants.

Inviting Others to Join the Meeting

1. Click **Invite** at the bottom of the participants panel.
2. Choose on the following invite options: **Default Email, Copy URL or Copy Invitation.**

Whiteboards

Sharing a whiteboard

1. Click the **Share Screen** button located in your meeting tool bar.
2. Click **Whiteboard.**
3. Click **Share.**
4. The annotation tools will appear automatically, but you can press the

Clinician Tip

Whiteboards can be helpful with:

- playing a game of Pictionary in a group where each participant take turns drawing on the board.

Whiteboard option in the meeting controls to show and hide them.

5. Use the page controls in the bottom-right corner of the whiteboard to create new pages and switch between pages. **Note:** Only the host or co-host that started sharing the whiteboard has access to create and switch pages. < 1 > ⌐⁺
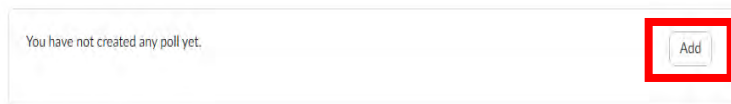
6. When you are done, click **Stop Share.**
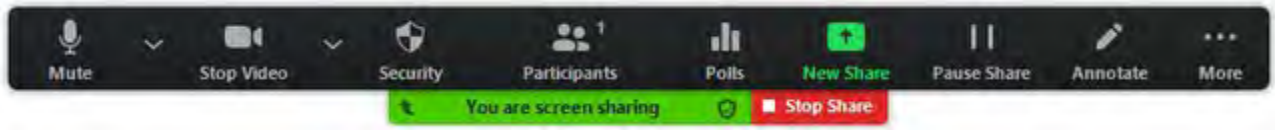
Polling for Meetings

Creating a poll

1. Go to the **Meetings** page and click on your scheduled meeting. If you do not have a scheduled meeting, schedule a meeting now.
2. From the meeting management page, scroll to the bottom to find the **Poll** option. Click **Add** to begin creating the poll.

3. Enter a title and your first question. Check the box to make the poll anonymous, which will keep the participant's polling information anonymous in the meeting and in the reports. Select whether you want the question to be single choice (participants can only choose one answer) or multiple choice question (participants can choose multiple answers).
4. Type in the answers to your question and click **Save** at the bottom.
5. If you would like to add a new question, click **Add a Question** to create a new question for that particular poll.
6. You can add more polls by repeating Step 2.

You can also create a poll by clicking **Polling** during the meeting. This will open up your default web browser where you can add additional polls or questions.

Note: You can only create a max of 25 polls for a single meeting.

Downloading a report of poll results

You can download a report of the poll results after the meeting. If registration was turned on and the poll was not anonymous, it will list the participants' names and email addresses. If registration was not on, it will show the results, but list the participants as "Guest". If the poll was anonymous, it will show "anonymous" for the participants' names and email addresses.

Breakout Rooms

Breakout rooms allow you to split your Zoom© meeting in up to 50 separate sessions. The meeting host can choose to split the participants of the meeting into these separate sessions automatically or manually, and can switch between sessions at any time.

Clinician Tip

Breakout rooms can be helpful with:

- Separating groups within a group session. For example, in group with multiple parent-child dyads, each child and parent can go to their own breakout room when it is time for individual child/parent work rather than in a group; the facilitators can enter in and out of rooms to assist with the work being done.

Creating breakout rooms

1. Start a scheduled meeting.
2. Click **breakout rooms.** You can select the number of rooms you would like to create, and how you would like to assign your participants to those rooms. This can be done either automatically or manually. **Automatically** lets Zoom© split your participants up evenly into each of the rooms. **Manually** allows you to choose which participants you would like in each room.

Assign 1 participants into [1] Rooms:

◉ Automatically   ○ Manually

1 participants per room

Create Rooms

3. Click **Create breakout rooms.**
4. Your rooms will be created, but will not start automatically. You can manage the rooms prior to starting them by following the instructions below.

Options for breakout rooms

1. After creating the breakout rooms, click Options to view additional breakout room options.
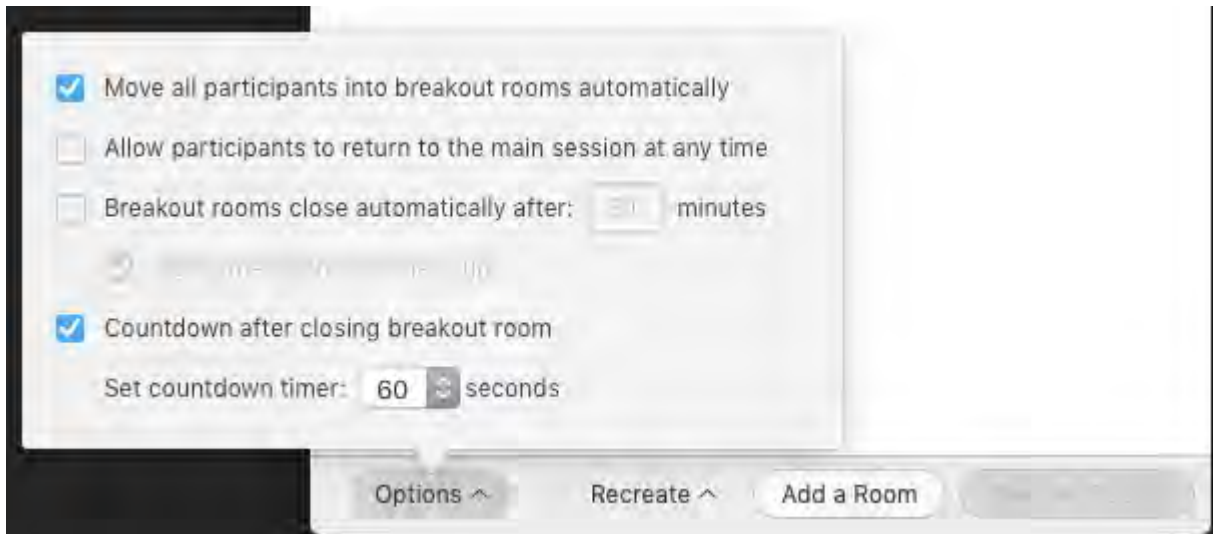
2. Check any options that you would like to use for your breakout rooms.

| Breakout Room Options	Description
Move all participants into breakout rooms automatically	• Checking this option will move all participants into the breakout rooms automatically. If this option is unchecked, the participants will need to click **Join** to be added to the breakout room.
Allow participants to return to the main session at any time	• If this option is checked, the participants can move back to the main session from their meeting controls. If this is disabled, they need to wait for the host to end the breakout rooms.
Breakout rooms close automatically after x minutes	• If this option is checked, the breakout rooms will automatically end after the configured time.
Notify me when the time is up	• If this option is checked, the host will be notified when the breakout room time is up.
Countdown after closing breakout rooms	• If this option is checked, the participants will be given a countdown of how much time they have left before being returned to the main room.

3. Follow the steps below to assign participants to rooms or click Open All Rooms to start the breakout rooms.

Assigning participants to rooms

To assign participants to your rooms, select **Assign** next to the room you wish to assign participants to and select participants you want to assign to that room. Repeat this for each room.

Once a participant has been assigned (manually or automatically), the number of participants will show in place of the **Assign** button.
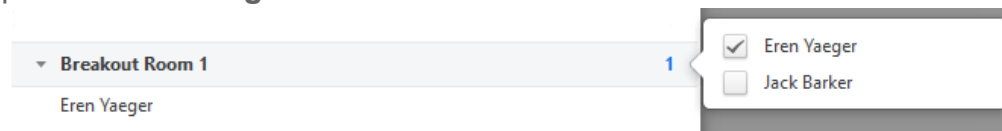
Preparing breakout rooms

After manually or automatically assigning participants to rooms, you can rearrange the participants. Participants who are not assigned to breakout sessions will remain in the main meeting when the rooms are started.

| Breakout Room Options	Description
Move to (participant)	• Select a room to move the participant to
Exchange (participant)	• Select a participant in another room to swap the selected participant with.
Delete Room	• Delete the selected room.
Recreate	• Deletes existing breakout rooms and creates new ones.
Add a Room	• Add another breakout room.
Open All Rooms	• Start the rooms. All participants will be moved to their respective rooms after confirming the prompt to join the breakout room. The host will be left in the main meeting until manually joining one of the rooms.

Managing breakout rooms in progress

Once the breakout rooms have been started, the participants will be asked to join the Breakout Session. The host will stay in the main meeting until joining a session manually. If a participant has not joined the session yet, it will be noted by (not joined) next to their name.

Breakout Room Options	Description
Join	• Join the breakout room.
Leave	• Leave the room and return to the main meeting (only shows when in a breakout room).
Close All Rooms	• Stops all rooms after a 60 second countdown, shown to the host and participants, and returns all participants back to the main meeting.

Responding to requests for help

Participants in breakout rooms can request that the meeting host join their meeting by clicking **Ask for Help**. ?

You will be prompted to join the room where the request originated from. Click **Join breakout room** to join the room.

Eren Yaeger in Breakout Room 1 asked for help.

Join Breakout Room   Later
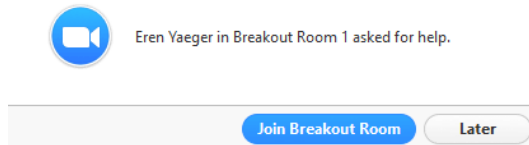
Broadcasting a message to all breakout rooms

The host can broadcast a message to all breakout rooms to share information with all participants. To do this:

1. Click **breakout rooms** in the meeting controls. ▦
2. Click **Broadcast a message to all**, enter your message and click **Broadcast**.

From Molly Parker to everyone: We will be returning to the main room in 5 minutes.
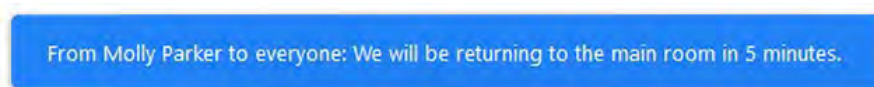
Other Clinician Tips

- **If the video on the screen is distracting the child**, you can turn your camera and have family minimize the Zoom© screen to try to prevent the child from engaging with therapist/screen while trying to observe the interaction between parent and child.
- The **mute function** is important for groups, especially with young children. Setting up rules around keeping oneself muted is helpful and makes muting others (with host control) less uncomfortable if needed.
- **For families new to Zoom©** and requiring some support to get set-up, you can start the appointment over the phone to walk them through joining their first Zoom© meeting.
- **Zoom© meeting ID**: The same meeting ID and passcode can be used for each session for a client/family.
- Tips for booking and engaging **interpreters** for Zoom© can be found in [HB Virtual: Resources](#)

References

1. [Zoom.](#)

2. Nova Scotia Health Authority. [Zoom for Healthcare: Advanced Topics.](#)

Disclaimer:

Content regarding using Zoom© has been both adapted and taken verbatim from the following:
- [Zoom](#).
- Nova Scotia Health Authority. [Zoom for Healthcare: Advanced Topics.](#)