

VIG Zoom Guidelines for Supervisors, Practitioners & Trainees

AVIGuk has prepared guidelines regarding doing VIG remotely. See the website and forums for further information.

Zoom is free to use. The Zoom website has lots of useful tutorials:

<https://support.Zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Supervisors

Supervisors need to sign up to use Zoom via the internet:

<https://Zoom.us/>

AVIGuk has taken out a Zoom business account for members to use (see AVIGuk advice on website/Learning Platform).

Zoom is used by VIG practitioners and supervisors on a variety of internet browsers, but if you find it difficult to access Zoom, you could try using it on a different browser, depending on what your organization will allow.

Setting up a Zoom meeting

1. To set up a supervision/client meeting, login to Zoom, select **Schedule a meeting** and select a date and time (if you are setting up the meeting to start now, select **Host a Meeting**).
2. Select **With video on**
3. **Invite participants**, via email – send the URL link.
4. A few minutes before the start time, select **Start** on the Zoom screen.
5. Make sure you have your microphone on, and video on (bottom left of toolbar).
6. You will be notified as your trainee/client joins the waiting room.
7. At the start time, admit the participants.
8. You will see yourself and your trainee/client as they join the meeting, in ‘video panels’ on the screen.
9. Make sure you’re in **Gallery View** (the Zoom button at the top right of your screen toggles between *Speaker View* and *Gallery View*) - to see yourself and your trainee/client in equivalent size, large video panels.
10. If you want to film your supervision session (for supervision or intervision), follow the instructions below regarding **‘Conducting an online shared review’**.

As a general rule, when using Zoom, you will often see **More** or **3 horizontal dots ...** on your screen, in your window, or other participants’ windows. Selecting **More** or the 3 dots will pop up a menu of choices. This is useful when things aren’t quite working.

Trainee guidelines

1. Before your supervision, check your email for an invitation to join a Zoom meeting.
2. At the agreed time, click on the email link.
3. A new screen for the 'meeting' will appear: you will see the supervisor and they will see you.
4. Make sure you have your **microphone on**, and **video on** (bottom left of toolbar).
5. If you have problems with your sound or video, check in your Zoom video panel the *Mute icon, Video start/stop, and More...*
6. Select **Enter full screen** (icon with 4 corners of a square at top right of screen)
7. You will see yourself and your supervisor in 'video panels' on the screen.
8. Make sure you're in **Gallery View** (the Zoom button at the top right of your screen toggles between *Speaker View* and *Gallery View*) - to see yourself and your supervisor in equivalent size, large video panels.

Doing online VIG with clients

You can use Zoom with a client using their laptop, PC, iPad, Tablet etc. or mobile phone. They don't need to download Zoom (for free) from the internet or mobile App Store, but it might make things easier.

If they haven't downloaded Zoom, they can join the meeting by clicking on the link you send via email or mobile messaging.

Separate Zoom Guidelines have been written for clients. You can share these via email, or use them to guide you through supporting a client to access Zoom, and using their device to help you to record the parent-child interaction.

Filming a parent-child interaction

1. Set up the meeting as above.
2. Start the meeting and check client can see and hear you, and vice versa
3. Ask the client to orientate their device so that you can see them and their child – preferably standing up the device so they don't have to hold it.
4. If your client is using a mobile, ask them to rotate their phone (ie hold it horizontally) while you are filming – otherwise your film will be a narrow vertical window.
5. Explain as you usually do that the filming can be paused or stopped at any time.
6. Before you press **Record**, right click on the window showing yourself on the screen and select **Hide self view** from the drop down menu. This will leave only the client video panel on the screen.
7. During filming of your client/client's activity, you can prevent the camera from recording you, eg when you give any spoken VIG practitioner directions. Select the **pin video** option. This can be found by hovering over your client's video

window, and clicking on the 3 horizontal dots ... The option to *pin video* will appear.

8. At the end of filming, you can select **Show self view** from the menu, so that you can again see both you and your client.

Following filming, you will need to microanalyse and edit clips as normal.

Security

There several ways in which you can make Zoom meetings more secure:

- When setting up your meeting, select **Require meeting password** - so that participants have to enter that password (copy and paste from the email) to join the meeting
- Select **Advanced Options** and select **Enable Waiting Room** – so that you are in charge of when/if people can join the meeting. You can also *Enable Waiting Room* during the meeting via the **Security** icon (bottom of screen), or the **Manage Participants** screen (follow the 3 dots at the bottom right ... to see various options).
- **Lock** the meeting after it starts so that no-one else can join. You do this in the meeting by selecting the **Security** icon (bottom of screen) – and selecting **Lock** from the pop up menu (select **Unlock** to unlock).
- As the VIG practitioner, you will be the only one who needs to share your screen. Within your settings, under **Security** untick **Allow participants to share screen** – this will ensure that you retain the control of screen sharing.

Protecting the child from overhearing comments

Another issue to consider is how to ensure that the child does not hear the parent/carer making comments, or asking questions, which it would not be helpful for the child to hear. You could suggest that the parent uses the '**Chat**' function to type a question, rather than saying it.

Similarly, you need to think about how to ensure that the child does not hear the VIG practitioner making comments, responding to questions or asking questions, which it would not be helpful for the child to hear. For example, if you are using outcome measures to gain ratings (ideally this would be done before the filming session, with the parent on their own), or if you want to ask the parent a question. You could ask the parent to wear **headphones** so that you can have a confidential conversation for a few moments.

Conducting an online shared review

To conduct an online shared review, you will need to **share your screen** with the client – see below.

You can also **record the shared review**. While you are viewing/pausing the video, you and your client will appear in small windows to the right of your screen (called 'video panels'). You can only film yourself and the client in larger windows when not sharing your screen.

1. Set up the meeting as above.
2. Have ready your parent-child clips to show.
3. Start the meeting and check the client can see and hear you, and vice versa
4. Before you share your screen, press **Record** to start filming the shared review (you cannot start recording once in share screen mode). A red record icon appears on your screen (top left) and on your client's screen.
5. You can pause or stop the recording at any time using the **Pause/Stop recording** button on the toolbar (or the pause/stop icons on the top left of your screen, beside the red record button)
6. To show a parent-child clip, follow the instructions below for **sharing video clips**.
7. Once you have finished looking at clips, and if the shared review discussion continues, you can **Stop sharing** your screen and continue recording – with the 2 panels of you and your client now normal size.

While you are sharing your screen, the recording will be of the parent-child clip you are showing, and the 2 small video panels showing you and the client. The size of these panels makes it harder to look at practitioner-client attunement.

To make the video panels large in your recording, you have to stop sharing your screen: at any point during the shared review, for example if the client becomes emotionally moved by what they are seeing, or when the client is reflecting and you are pausing the video for several moments, you can stop sharing your screen; the client window will become large again, and therefore make it easier for you to attune to the client (the recording will show you both in large panels at this point).

To resume looking at clips, **Share** your screen again.

Sharing video clips

These Zoom instructions apply to sharing video clips as follows:

- with a **client in an online shared review**
- as a **trainee with your supervisor**
- during an **interview**
- during an **online accreditation**.

When you want to share a video clip, follow these steps.

1. In Zoom, select **Exit full screen** (top right)
2. Minimize the Zoom window using the window control – (minus sign) at the top right (next to the square to maximise the window, and X to close it)
3. Open your video clip
4. Play and pause it
5. Go back to the Zoom window and maximise the window (green arrow in square at bottom left)
6. Select **Enter full screen**
7. Select **Share Screen** (green icon on toolbar) to share your screen
8. Select the window showing your video and tick the box: **Share Computer sound**
9. Do not tick **Optimize for video** as the video panels of you and the client/supervisor will disappear from your screen
10. A green bar will appear at the bottom of your screen: **You are screen sharing**
11. If you forgot to tick the box **Share Computer sound**, hover over the bottom of your screen – the Zoom toolbar will appear; you can select '**More**', and select **Share Computer sound** from the pop-up menu.

You and the client/supervisor should now be able to see your screen, hear your video, and you should both be able to see each other in small windows ('video panels') to the right of your screen.

Maximise the video clip window to ensure the best view.

When sharing your screen, move your mouse so that the pointer is off the screen and the Zoom toolbar disappears – otherwise the toolbar obscures the lower part of your screen.

When you want to **stop sharing** the video clip:

- Stop/pause the video, and close or minimize the video window
- In the Zoom window, select **Stop sharing** from the bar at the bottom of your screen (the red section)

You will now see large video panels of you and the client/supervisor. To resume sharing a video, or a new clip, follow the instructions above.