

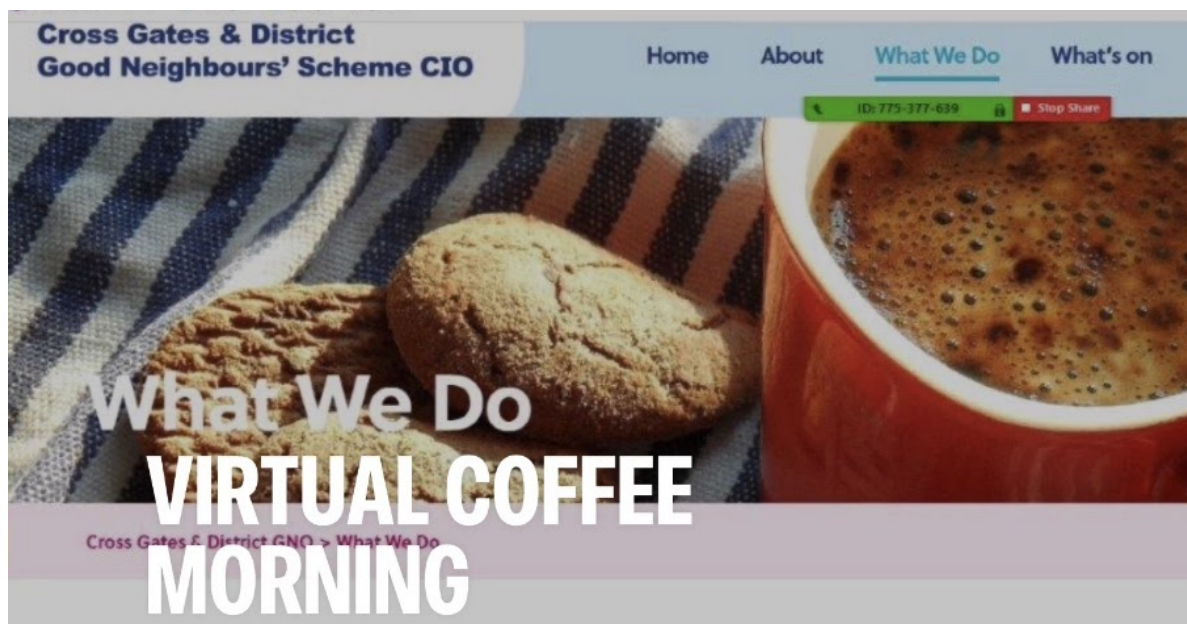
Helpful guides to supporting people remotely:

Guide 1: How to set up a Virtual Coffee Morning

Through conversations with our partners across the UK, it's evident there's a huge appetite for supporting people in the local community remotely. We've heard amazing stories about how staff at community organisations and libraries have been finding ways to substitute the face-to-face support that is valued by so many of the people they regularly help.

That's why we're working with various partners to create a series of easy-to-follow guides for delivering digital skills support remotely. Each guide will include a bit of background information, and a few simple steps you can follow to give it a try.

This guide, the first in a series, comes from Rachel Benn, Digital Inclusion Coordinator at [Leeds Libraries](#), who found a way to keep a much-loved coffee morning going online.



The context

The Digital Health Hub at Cross Gates and District Good Neighbours - in partnership with 100% Digital Leeds - is using digital technology to support many of their socially isolated members following the worrying news that the centre would be temporarily closed.

To help, the Digital Champions have reached out to those without devices or Wi-Fi and are using a tablet lending scheme to equip them with iPads. This means members can catch-up with loved ones on FaceTime and find enjoyment in things like colouring apps at this often worrying time.

Making it happen

The team started by developing simple instructions for their members to download and use the Zoom app so they could join the Virtual Coffee Mornings. For those that were really new to using a tablet, a one-to-one call was offered to talk through the installation process.

Once connected, members could choose which of the 'breakout rooms' the team had set-up in the app to join, depending on what activity they wanted to do. For example one hosted a virtual quiz, another was for sharing chair exercises, or even just dancing to music as a bit of exercise (with all music tasted being catered for).

Over time the popularity of the Virtual Coffee Mornings has increased so much that there are now five separate sessions every week. As well as the activities mentioned above, members now do show & tells, history talks and much more, meaning they can carry on building friendships with others who they'd normally see in the actual centre.

Helping members get the hang of the video calling and using the camera was also good fun, as some of the people had very little experience of using a device for this sort of activity.

Setting it up

- 1. Trial the Zoom app with a small group of Digital Champions first, remembering to explore the breakout room feature and other functions such as screen share. Knowing how the software works makes it easier to show other people how to use it, and increases your own confidence.*
- 2. Agree on a date for the first Virtual Coffee Morning, and communicate this out to people who would typically attend your centre. Calling them is a great way to find out what they'd like to do on the day, and while you're on the phone, ask if they need any help downloading Zoom.*
- 3. Prepare activities using the information from the calls. For example, if people are interested in learning more about their local area, could you prepare a themed quiz or ask a local historian to host one of the breakout rooms? Remember some people will just be joining for a chit chat, so make sure there's space for that too.*
- 4. Get the link and password for the Zoom session out to those who said they'd attend. If you have time, it might be worth another call just to make sure people know what to do with the link and where to enter the password.*
- 5. Be a friendly host on the day - welcome each person into the meeting as they join, explaining what's on offer to them over the course of the Virtual Coffee morning. Remember to finish on a high note too, although a sing-a-long is completely optional. Oh, and don't forget the coffee.*

Helpful resources

['How to join a Zoom meeting'](#) - Zoom Help Centre

['How to Use Zoom Mobile App For Free Video Conferences'](#) - YouTube

['How to keep your Zoom video calls safe and secure'](#) - Make It Click

Keeping in touch

Remember, if you give the Virtual Coffee Morning a go, we'd really like to hear about it. You could either get in touch with your Network Specialist to give them an update, or tag [@Online_Centres](#) on Twitter if you're posting online about the session.

For more information on Leeds Libraries 100% Digital Leeds project, [please visit their official website](#).

If you've got any feedback about this guide, or have an idea you'd like us to include in the series, please get in touch by sending an email to hello@goodthingsfoundation.org.