



Willows Parent Support Group Web Meeting Guidelines

Welcome to Willows. One of the many reasons for Willows success is the compassion and sense of safety parents experience during our meetings. We are a unique and committed group of “brave” parents working to heal and restore ourselves and our families.

Web “Virtual” Meeting Etiquette

- Please turn camera on whenever possible
- Be in a private environment. Willows meetings are assumed to be private, so if there are other people in earshot, use earbuds or headphones.
- Try to find a stable, quiet environment (if moving, please be seated or turn off camera)
- Please mute if there is background noise (dog barking, rustling papers, etc). When the group is more than 5 or 6, please mute your mic, and Unmute when you want to say something.
- Generally, wait to be recognized by the moderator before speaking. Indicate that you have something to say by “Raising Hand” and / or Unmuting your microphone.
- People would like to know your name; you can use “Rename” to add or change your name.
- Let your Willows facilitator know in advance if you need to leave before the end of the meeting
- Security features in Zoom will be used: we will have a unique ID and password; use a Waiting Room; and screen shares will be controlled by the host, etc.

General reminders – just as in face to face meetings ...

- Confidentiality; please don’t share members’ identities, names mentioned or stories outside the group
- Avoid assumptions: everyone’s emotional journey is unique as well as their financial resources. Not everyone can afford residential treatment programs.
- Do not make someone else’s story a prediction for your family’s outcome—your journey is your own
- Please be sensitive to time: It is important that all participants get an opportunity to share
- Please keep comments about programs /professionals (Ed Consultants, therapists) positive or neutral. Other parents may be having a good experience w/ the same program you are struggling with.
- When offering advice in the group, please preface it with: “The way this works in our family” or “In my experience...”

It is the responsibility of all attendees to thoroughly vet any resource recommended during the group. Advice is offered freely; however, it is up to each participant to decide whether it is beneficial for their family.

Note: "If a group member shares information that raises suspicion that a child may be being abused or suffering neglect, the Willows organization is compelled to report this to the relevant authorities."