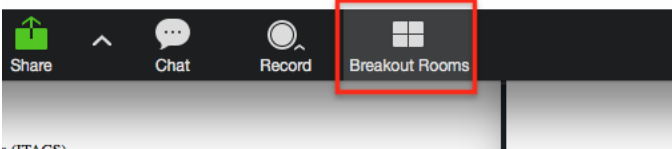# Gulf Atlantic Diocese
Coronavirus Connections Zoom Call 3.19.20

Outline of what was covered in the diocesan tutorial on how to do ministry online on 3.19.20. Please watch video (1 hour) for more information.

1. Zoom etiquette if hosting large groups:
    a. **Orient** participants to Zoom and Zoom etiquette; this is helpful to go over on your first Zoom call and occasionally again if you have new participants join you.
    b. **Mute.** When setting up meeting, use the 'mute all upon entry' feature; muting all reduces background noise and feedback; tell participants this is what you did and that they can unmute themselves to speak (two ways to unmute themselves includes hitting the mute button on screen, or holding the spacebar to speak briefly) but then re-mute themselves they are finished; ask them to be polite when speaking and to defer to the first speaker when two or more are trying to speak.
    c. **Name.** Participants can edit their name. This is very helpful to ask everyone to make sure it says what they would prefer. With students, especially, require them to use their actual name. You can edit names by clicking on 'participants' and then near your name should be an option to edit when you hover over it.
    d. **Raise hand.** There is a button that allows participants to "raise" a virtual hand and then lower it again- a little hand will show up on the host's screen. Ask them to use this if they don't feel comfortable interrupting. Only the host will see their hand raised.
    e. **View.** The participants can change their view if on a laptop or desktop computer from speaker view (where the speaker is seen) to gallery view (where everyone is seen).
    f. **Chat**. There is a chat box to the right (pc users) and available if you swipe (phone users). You can send messages to everyone or to individuals. Note that if you send a private message, or one is sent to you, that person becomes the default for the next message sent unless you change it. The chat can be configured when setting up the meeting(s) to automatically record and provide a transcript of what is typed in the box. Note: if you are the host, you should tap someone else to be the chat monitor; it is too hard to monitor the chat box and facilitate the meeting; the chat monitor can answer questions in the chat box and can pause periodically to vocally address the questions to the group.
    g. **Location/lighting.** As the host especially, but all participants should be made aware/asked to Zoom in a location that is well-lit (light shining on your face as opposed to from behind your head), don't Zoom in your bedroom, and be appropriately dressed. Consider this a professional meeting.
    h. **Be present**. Ask your participants to be present. This is to be treated like an in-person meeting, so the same rules apply. Avoid additional conversations off-camera, avoid sitting on your phone, avoid 'doing' activities like washing dishes while on a Zoom call. Give the participants and the host your attention because the entire point of these calls is to *see* each other. If hosting recurring calls, it is helpful to ask them to turn on their video on subsequent calls (frequently people aren't prepared for that in the first call and would rather avoid it). This is

something you probably won't want to manage publicly from the first meeting on. Mention it, and let it go. If someone is refusing, speak to them privately, as perhaps they have good reasons.

    i. **Avoid the news.** Unless this is a Zoom call to discuss news, keep to the topic at hand.

    j. **Record video**. You can set it up to automatically record Zoom sessions, or you can start recording during a call. Be sure to tell the participants it is being recorded.

    k. **Screen sharing**. You can adjust your settings to allow people to share their screen or turn it off. Be aware of your audience; this is not recommended for student meetings nor is it recommended for 'public' meetings (public meetings do not require a password, see below). If at any time you want to allow screen sharing, you as the host can adjust that.

    l. **Public vs private Zoom calls**. You can change the settings to be public or private. Private meetings require a password. This can disable some people from joining easily. However, if you are worried about privacy, use this feature and warn people that they will need the password (the password is provided when you create the meeting).

2. **Breakout rooms.** With over 15 participants, asking a simple short-answer question will take an hour. To mitigate this, use breakout rooms.

    a. **Pro feature.** I know this is a Pro feature; I believe it is available in a limited capacity for the Free version of Zoom, but the Free version only allows you to meet for 40 minutes. Zoom Pro is currently $15/month and is probably worth that for the foreseeable future.

    b. **Breakout room button**. On the bottom of the host's screen is an added button called breakout rooms. When you click on it, it will

automatically split the participants into groups. It does the math for you, but you can adjust the number of groups, thereby adjusting the number of participants in each group.

    c. **Entering people into groups.** You can do this automatically or manually. Automatically takes 3 seconds. Manually will take longer, depending on how many people you have. You can set up groups ahead of time, but you have to know who will be present in the meeting first, and frequently people don't know that. If you want to do it manually, my suggestion is that you ask someone else to speak- have them give an update or report to the group something; while they are speaking, the host can move people into groups. The system gives a list of participants and a drop-down menu of group numbers. You simply check a box for each person. It is very fast.

    d. **Warn people.** Let people know that the system will assign them a group, they accept, and they will be moved automatically into a group. Just wait and let the system do it alone. Eventually the host will call people back- when that happens, they do not have to do anything, the system does it for you. They will see a 60 second timer and can let it expire.

e. **Ask for help.** The breakout rooms will have a button that says "ask for help" in it. While in your rooms, if you push that, it will summon the host to your room. The host can accept or decline, and if the host visits, the host can leave at any point.

f. **Send them to groups.** The host sends everyone into a room. The participants accept this and the system moves them automatically. The small group feature is not recorded and the conversation and chat box are private to that group.

g. **Notes for host.** During this time, people may leave their group (some don't want to participate) or have problems, or join the call late. If that happens, the participant will be alone with the host in the main meeting 'space' until the host assigns them to a group. If there is a problem with their group, the host can move them at any point to a different group.

h. **Call them back.** When the host is ready, they call the participants back. The groups are given 60 seconds to finish conversation. They will automatically be brought back to the large group.

i. **[Note:** the small groups were edited out of the video from the 3.19.20 call. During our small groups, we discussed our current 'felt needs' and a group-elected 'reporter' brought those needs back and reported them to the host.]

3. **Tips for getting connected**. Next, we discussed a number of tips for getting connected.

   a. Rev. Chris Klukas provided a helpful document (attached below) for getting connected. Please feel free to contact Chris if you have any questions or need help.

   b. Please also see the diocesan website. There is a page devoted to Covid-19 and it has a lot of helpful tips on it for getting connected and doing ministry online: http://gulfatlanticdiocese.org/covid-19-updates-and-resources/

   c. These tips also include some reminders of how to safely manage online within our Ministry Safe guidelines. See the website for a Ministry Safe during coronavirus blog. Watch your people's responses: suicide rates and loneliness may increase, pornography viewing may increase.

4. **Deans Reports**. The deans each reported on some of the ideas they are hearing from around the diocese. These included:

   a. How does the bishop feel about **drive-through communion**? Note the bishop's correspondence with the clergy on 3.20.20 regarding proper ways to distribute the elements during this time.

   b. Father Marc mentioned the importance of connecting with parishioners and lightening their spirits; this could be done simply through **family pets** being on screen with you.

Carolyn Brasel has communion with her daughters Hope, Elly Rose and Aimee delivered by the Rev. Thomas McKenzie, who is hosting drive-thru communion outside his church this week and probably next at the Church of the Redeemer in Nashville. *(Photo: Larry McCormack / The Tennessean)*

   c. **Andrew Rowell** mentioned a hope for great revival through this; morning and evening prayer provides rhythm and structure; get your vestry involved (phone ministry perhaps); all ministries should be moving online (children's, youth, alpha, small groups, seniors only sessions, missions' teams, etc.) for individual groups online; get an outreach program going

to meet the needs of your community; organize a blood drive; practical suggestions are helpful, people want to do something practical.

    d. **Holy Week:** some ideas included stripping the altar online; Stations of the Cross online; 8-hour Eucharist (see bishop's notes); consider something special for Easter, even if online.

    e. **Mike McDonald** mentioned the importance of sacred space and not to underestimate the power of participants *seeing* their church and familiar spaces; he also urged us to be thinking about things like funerals and the effect delaying might have on grieving.

    f. **David Trautman** suggested every church have a single landing page on their website for Covid-19 so that people can find anything they need from one webpage on the church website; David also mentioned the importance of empowering other leaders in this time to help in ministry, not to do it all yourself, and then to share what they are feeling with the larger community.

    g. **Additional ideas**: interactive sermons, use apps like GroupMe and MarcoPolo, have Zoom dinners, play games online, and share with us what is working for you.

    h. **Build structure** as soon as possible; people want to see familiar and predictable things each week. Do not do nothing. Get creative.

5. **Being missional during coronavirus**. Canon Mark Eldredge reminded us of the opportunity, and responsibility, to be missional during this season. See his article in the March Communique for more on this topic.

6. **Q/A**. We held a brief question and answer period. During that time the following things were mentioned:

    a. Additional **ideas**: service by phone for those not on technology; phone ministries; food ministries; daily devotions online; question of the day online; outreach for healthcare workers; outdoor programming.

    b. Additional sites that might be helpful:
        i. https://churchonlineplatform.com/
        ii. https://freeonlinechurch.com/

    c. Use Zoom for **catechism.** Jon Hall talked about how to use this for catechesis.

    d. John Wallace mentioned knowing your tech well enough to not use inappropriate **filters** (like Snapchat filters). Have someone checking it.

    e. **Know your bandwidth**. An easy way to test this is https://speedtest.net which enables you to ensure your broadcast will be stable. You want to make sure it is above 10 in all measured areas prior to broadcasting. Note: this measure changes depending on time of day so explore that based on projected time for broadcast.

    f. Zoom **Bible studies**. People love it.

    g. **Returning home**. Consider what you could be doing now that could make the return to worshiping in person special. We don't know when that will be, but make it big. Perhaps everyone wears the same shirt when we return, or perhaps everyone builds a gratitude chain while we are apart and brings them in to the church on our return, hanging them up as an act of solidarity and praise. Give the people something to do now that can be celebrated upon our return to the building.

7. **Lead by example**. The Very Rev. Mike McDonald shared with us the importance of leading with a non-anxious presence (see [Friedman's Theory of Differentiated Leadership](#)) and doing our best as leaders to take care of ourselves. We cannot help others if we are not well emotionally, spiritually, and physically unwell. Pay attention to your own emotional reactions. Ask someone to help you with accountability here. Additionally, Mike talked about adopting your own **faith mantra** to use during this time such as, "The Kingdom of God is not in trouble," and then use it frequently with your people.
8. Closed in **prayer**.

We will continue these Zoom calls for ministry leaders **every Thursday at 11am**. Bishop Neil will join us and be available to lend his wisdom and to pray with us.

We will be discussing the **felt needs** mentioned in small groups during these calls. Additionally, we will be publishing blog posts to cover the felt needs as best we can. The felt needs mentioned centered on the following:

Topics:
- Tech issues w elderly
- Ideas for Easter
- Children/youth
- Pastoral care during social distancing
- Anxiety
- Long term planning for online ministry (including financial support)

If you have any questions or want to hear more about a topic in the future Zoom calls, please email Jessica: jjones@gulfatlanticdiocese.org

Chris Klukas' document for helping get online follows below…

Connecting Your Church During Coronavirus

The Rev. Christopher M. Klukas, cklukas@goodsamaritananglican.org

Tools
- Conference Call Platform
    - Zoom
    - FreeConferenceCall.com
    - UberConference
- Broadcast Platform - Facebook Live or YouTube Live
- Your Phone
    - DialPad.com for virtual office phone you can answer anywhere

Get a Facebook Page for your Church
- If you don't have a Facebook page yet, get one today. It is FREE.
- Do all of your livestreaming or video uploading on the church page.
- Once you have a live stream set up, you can also SHARE it to your personal page.

Your Live Stream Doesn't Have to be at your Church
- In a time when people are supposed to be staying home, you can be a leader in this by showing your people that you are at home too.

Consider Pre-Recording Your Service and Releasing is as a "Premier" via Facebook
- Gives you a "live" experience via Facebook commenting while minimizing the technical challenges of an actual live stream.
- YouTube has a similar feature

Basic Setup for Facebook Live
- Use the best smartphone you have or a good webcam (probably not the one built into your laptop)
- A solid internet connection
- A way to stabilize your phone (tripod and phone mount)
- An External Microphone (or a headset if you are using a webcam)
- Lighting (natural light from a window is a great and FREE source)
- Consider what is in the frame behind you

Slightly More Advanced Setup
- Add software that will let you do picture in picture so you can share PPT slides
    - Logitech Capture
    - ManyCam
    - OBS (very technical and advanced, not for beginners)

Conference Calls / Video Conferencing
- Great for smaller teaching gatherings and small groups
- Allows for better 2-way interaction
- Gives the people a sense of community
- Screen sharing is usually built-in

Short Devotions on Facebook Live
- Allows people to see your face and hear your voice.
- Has the potential to be seen by others not in your church.

Develop a Phone Call Team
- You can't do this on your own, build a team. Include vestry, staff, pastoral care team, etc.
- Call everyone every week
- Have a script for your calling team to follow.
  - Ask how people are doing and how you can pray for them.
  - Ask if there is anything they would like the Church leadership to know.
  - Let them know about options for worship discipleship and offer to help them get connected if they are having trouble.
  - Share one or two brief announcements
  - Pray for them.
- Have a feedback system so that the Clergy can hear what people are saying and be notified of any pastoral concerns for follow up.

Remember Your Older Folks
- There will be some in your church who don't receive emails or text messages. Know who they are and find ways to keep in contact with them.
- These same people probably won't be able to watch your live streams.
- Consider conference call worship opportunities.
- Consider printed materials that can be mailed or dropped off

Links and Examples
- Amazon gear list for cell phone video. I have used some of these products personally. Others I have not used but I have used similar products and would consider buying them myself. Read my comments on the items to know which is which. http://a.co/5jzDMkw
- Zoom Tutorial - https://youtu.be/j1t4dBB0dv0
- FreeConferenceCall.com tutorial - https://youtu.be/_ty1kvFAO84
- Facebook live for churches tutorial - https://youtu.be/aNcIFnx67ys
- My Facebook Live service from last Sunday - https://business.facebook.com/cmklukas/videos/10100575933312290/
- My Preschool Chapel from last Wednesday - https://business.facebook.com/goodsamaritananglican/videos/518327495757971/
- Coffee w/ Fr. Chris on St. Patrick's Day - https://business.facebook.com/goodsamaritananglican/videos/214841736430436/