

## **Important Information You May Need**

**OPWDD is available to answer questions and assist you.**

*Submit your questions to the email below that best fits your questions:*

Vocational Services: [employment.vocational.services@opwdd.ny.gov](mailto:employment.vocational.services@opwdd.ny.gov)

Self-Direction: [self.direction.redesign@opwdd.ny.gov](mailto:self.direction.redesign@opwdd.ny.gov)

### **Contact Eleversity:**

Phone: (585) 340-2051

Email: [info@eleversity.org](mailto:info@eleversity.org)

### **Trainer Contact Information:**

Amy Scott – [ascott@eleversity.org](mailto:ascott@eleversity.org)

Maura Denning – [mdenning@eleversity.org](mailto:mdenning@eleversity.org)

Margaret DiTusa – [Margaret.DiTusa@eleversity.org](mailto:Margaret.DiTusa@eleversity.org)

### **Access class materials:**

<https://eleversity.org/resources/opwdd-innovations-resources/>

# Innovations Training Engagement Protocol

**Thank you for being on-time and ready to learn using zoom functions.**

Late arrivals or unprepared learners will need to reschedule. [*prepared* means you have all technology required and the ability to use it]

- Choose a quiet space that will allow for listening and sharing.
  - Use headphones as needed.
- Set up your equipment at a desk or table and sit within arm's reach of your computer so that you can easily engage when prompted.
  - Do not lay down or sit far from your equipment.
  - Tablets must be propped up and in landscape view.
  - Keep the camera centered on your face and avoid walking around.
  - No driving or riding in vehicle or riding on a subway.
- **Limit multitasking and outside distractions:**
  - You will get a 10-minute break mid-way through, please use that time to address outside matters.
  - Do not make or take calls during class, including texting or scrolling.
  - Avoid having conversations with those around you, including others in the office taking the same training.
- Whether you are billing or not, you must fully participate and follow protocol.
- Must attend each course as scheduled and, in its entirety, to receive credit.
  - Be mindful of your time off camera.
- **Training cannot be completed on a cellphone.**
- Only 1 person per device.
- 100% participation is required (chat discussions, poll questions, unmute and share, breakout rooms, etc.)
- Look alive!

# Innovations Training Engagement Strategies for Success

- Unfamiliar with zoom?
  - Seek instruction and support from your manager, co-workers, IT, kids, or any other experienced zoom user.
  - Access Zoom tutorials via Zoom website.
- Use the Zoom app and be sure to update regularly.
- Have you downloaded the class materials?
  - Go to Eleversity.org-> Resources-> OPWDD Innovations Resource -> [Scroll down to the desired class]
- Having an **unexpected emergency**? [flood in the kitchen, sick baby/pet, work related crisis, computer died].
  - If it can be resolved quickly, notify the TA in the chat box.
  - If it cannot be resolved, notify the TA in the chat box, remove yourself, and reschedule. If needed, call 585-340-2051.
- Need a bio-break?
  - Can you wait for the break or end of class?
    - Yes – sit tight
    - No – message the TA that you will be right back
- Feeling sleepy or tired?
  - Stand up and stretch – move your body but stay in view of camera.
  - Grab some water, coffee, soda.
- Have you lost connection with zoom?
  - If you still have internet, use the link to return to the class
  - If you're having trouble resolving the issue, call 585-340-2051. If you do not reach a person, be sure to leave your name and the name of the class.
  - If the issue is not quickly resolved, you will need to reschedule for the course.