

# Innovations Training Protocol

## **TRAINING CANNOT BE COMPLETED ON A CELLPHONE.**

- Provider agencies are responsible to ensure employees have the required equipment and understand the protocol expectations

## **ARRIVE PRIOR TO THE START OF CLASS.**

- All zoom meetings will open 30 minutes prior to the start of class to allow attendees to address any technical issues.
- Classes start promptly at 8:30 a.m. and 1:00 p.m.
- Be aware that logging onto Zoom may take your device a few minutes to connect; give yourself enough time to connect.
- Late arrivals will need to reschedule.

## **BE PREPARED AND READY TO ENGAGE, USING ZOOM FUNCTIONS.**

- Being *prepared* means you have all the required technology, and it is in working order.
- All attendees are required to use a desktop, laptop, or tablet, and have video, microphone, speakers, and reliable internet.
- Be sure you have your charging cord available.
- Cameras are required to be on for the entirety of the training.
- You will be required to test your equipment when you join the Zoom meeting. The training assistant may be able to help with some connection issues but cannot solve them all.
- If your technology is not working at the start of class, you will need to reschedule.

## **CHOOSE A QUIET SPACE THAT WILL ALLOW FOR LISTENING AND SHARING.**

- Use headphones as needed
- Inform people around you that you are in training and cannot be interrupted.

## **SET UP YOUR EQUIPMENT AT A DESK OR TABLE AND SIT WITHIN THE ARM'S REACH OF YOUR COMPUTER SO THAT YOU CAN EASILY ENGAGE WHEN PROMPTED.**

- Do not lay down, lounge or sit far from your device.
- Tablets must be propped up and in landscape view.
- Keep the camera centered on your face and avoid walking around.
- No driving, riding in vehicle or otherwise moving about. Attendees must remain stationary.

## **LIMIT MULTITASKING AND OUTSIDE DISTRACTIONS.**

- You will get a 10-minute break mid-way through the class; use this time to address outside matters.
- Do not make or take calls during class, including texting or scrolling. If you appear to be distracted, the Training Assistant will send you a private message to re-engage.
- Avoid having conversations with those around you, including others in the office taking the same training.
- Do not smoke or vape on camera.

## **WHETHER YOU ARE BILLING OR NOT, YOU MUST FULLY PARTICIPATE AND FOLLOW PROTOCOL.**

## **MUST ATTEND EACH COURSE IN ITS ENTIRETY TO RECEIVE CREDIT.**

- Be mindful of your time off camera. If you are off camera for an extended length of time, or repeatedly go off camera, you will need to reschedule for a more convenient day and time.

**ONLY 1 PERSON PER DEVICE.** Attendees sitting in the same office while on training should be focused on the class and their own device.

**PARTICIPATION IS REQUIRED** (chat box discussions, poll questions, unmute and share, breakout rooms, etc.)