



Virtual Visiting with the JC Schools PAT Program



Parent educators usually provide PAT personal visits in families' homes. Due to COVID-19, we are conducting our sessions virtually using secure, HIPPA-compliant videoconferencing software (Zoom). We are so grateful for this option so we can work with you!

The best way to use Zoom for your PAT visit is on a laptop or tablet with a built-in camera. You can also use a smartphone with a camera, though it may be a little harder for you and your parent educator to see and hear each other. Your parent educator will set up your Zoom sessions. You will receive an email or text with a secure link and/or Meeting ID and passcode for a videoconference meeting that only you can enter. No other unauthorized individuals will be able to enter.

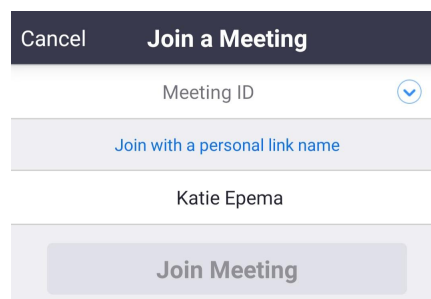
Using the ZOOM Cloud Meetings app



ZOOM Cloud Meetings
zoom.us

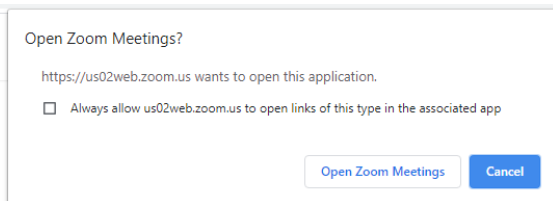
Before you join a Zoom meeting on a Smartphone or tablet, you will need to download the free ZOOM Cloud Meetings app (for Android or iPhone).

1. You will receive a link for the Zoom meeting via email or text, based on what you decide with your parent educator. If you click on the link, you should be taken directly to your meeting within the app.
2. Your parent educator may also send you the Meeting ID and Passcode so you can join the meeting directly from your app. To join this way, open your app, click on "Join" and enter the Meeting ID (and passcode if needed), then click "Join meeting."



Using a computer

If you are using a computer, the desktop app will automatically download when you join your first Zoom meeting, or you can download it ahead of time at https://zoom.us/download#client_4meeting.



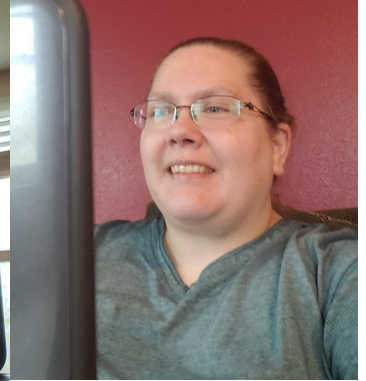
When system dialog prompts, click **Open Zoom Meetings**.

1. You will receive an email from your parent educator with a link for the Zoom meeting. If you click on the link, you will be given the option to launch the meeting, download and run Zoom, or join from your browser (if you are unable to download the app).

2. You can also visit zoom.us, click "Join a meeting," enter your Meeting ID and click "join."

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

If you cannot download or run the application, [join from your browser](#).



What does a virtual visit look like?

During each session, you will do an activity with your child, share your observations and talk about child development, parenting and your family's well-being with your parent educator. Your parent educator may ask you to gather materials from around your house for the parent-child activity before or during the visit. We do not expect your child to sit still or interact with us via the screen for the whole time! It is okay for them to run off and play elsewhere. We can also schedule a follow up phone call or Zoom meeting to discuss your questions and observations from your parent-child activity at another time without your child present. We will email handouts to you with more information about what we discuss.

Tips and Tricks:

- Our goal is to get a clear view of you and your child while you play as you normally would. A good place to set up your laptop or smartphone is one that is not too far away from where you're playing and gives a wide angle of you and your child. We also understand if you need to move around or switch rooms during your session. Just take us with you!
 - If you are using a tablet or a smartphone, it is helpful to have it on a stand or propped up against a box or other item instead of holding it.
 - Turning it horizontally will allow your parent educator to see more of you and your child's interaction.
- If you are using a laptop or tablet for your Zoom session, you will be able to use the built-in microphone and speaker to communicate with your parent educator. However, because we will be encouraging you to play with your child, it may be hard for you to hear your parent educator this way. If you have difficulty hearing, talk to your parent educator about how you can dial in for audio on your phone at the same time.
- Background noise can make it hard to hear, so please turn off the TV and find as quiet of a location as possible.
- Occasionally the sound or video may lag, or the meeting may freeze due to internet connectivity issues. If this happens, your parent educator will restart the meeting if needed so you can continue. You can access it with the same link if that happens.

If all of this sounds a little confusing, don't worry. We'll walk you through each step.

We look forward to connecting with you!