

GoToMeeting Considerations

For WIC Staff

Considerations	Impacts/Insights
Benefits of a GoToMeeting appointment	<ul style="list-style-type: none"> • Allows staff a more personalized appointment whenever remote services are required. • Enhances the appointment by allowing for a visual conversation with participants and caregivers.
What GoToMeeting makes possible	<ul style="list-style-type: none"> • Staff can connect with a participant remotely using audio and visual options. • Participants may choose to use the camera feature to share their documents (income, residency, ID, etc.). • Staff can complete Cascades screens while talking with or viewing the participant; either through audio only or both audio-visual (if participant has and chooses to use camera). • Allow participant to see you and the Cascades screen when you want to share information from Cascades (if you chose to use camera).
Increases likeability and connection: <ul style="list-style-type: none"> • Adding to your User Profile. • Using your camera during appointments. 	<ul style="list-style-type: none"> • People prefer to say “yes” to people they like; create a likeable environment. • Add your name, (first and last initial), your picture, your job title and your clinic information in the User Profile; this gives the participant an initial connection before you join them on the call. • Connect using video; facial expressions and other body language, like nodding offer so much unspoken information. Gives the participant opportunity to hear you and see you for better understanding. Using the video also allows for a conversation where each of you can see when the other person is speaking or starting to speak. • Feeling connected to you; allows the participant to feel “I’m in a safe, comfortable place where people accept me without judgement.”
How to ask participants to join you by GoToMeeting	<ul style="list-style-type: none"> • For your appointment we’re doing remote services, I’d like to use GoToMeeting, how will that work for you? • I’m excited to connect with you today, would it be okay if we use GoToMeeting with webcams? • I’m excited to see you and your kids using GoToMeeting for your appointment. I would also be able to see documents and share handouts with you. Would you be willing to use GoToMeeting? Does this work for you?
The clinic decides the process to use for	Option 1: Day of the Cascades scheduled appointments: <ul style="list-style-type: none"> ○ Clinic has a morning remote huddle.

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<p>scheduling the GoToMeeting appointments for the participants.</p>	<ul style="list-style-type: none"> ○ Decide which staff person will see which participant. ○ Staff person sends out the GoToMeeting invite for the participants they will see for the day's GoToMeeting appointments. <p>Option 2: Immediately after scheduling the appointment in Cascades:</p> <ul style="list-style-type: none"> ○ Attach a sticky note to the appointment showing what staff person will see the participant. ○ The staff person makes the GoToMeeting to the participant.
<p>What you and the participant will need for appointment:</p>	<ul style="list-style-type: none"> ● Internet connection ● Email address ● One of the following options: <ul style="list-style-type: none"> ○ Smartphone (download GoToMeeting app for camera) ○ Laptop (with microphone/speaker and camera) Note: for better sound quality, you may want to use a phone versus the microphone in the laptop ○ Tablet (download GoToMeeting app for camera) ○ Computer (with a webcam) and a telephone <p>Consider using a phone or tablet for connecting by GoToMeeting and use the computer or laptop for working on Cascades.</p>
<p>How to keep your child distracted during the GoToMeeting appointment</p>	<ul style="list-style-type: none"> ● Have special toy put away and only bring out during WIC calls ● Have snack prepared ● Have others help with children ● Be real, interruptions are going to happen. It shows the WIC mom or dad, that you can relate to them. Be apologetic for interruption and move on,
<p>Helpful things to consider when planning a GoToMeeting appointment.</p>	<ol style="list-style-type: none"> 1) Find the lighting that makes you look your best (usually diffused lighting) and the participant can see you clearly. <ul style="list-style-type: none"> ○ Walk around your environment with a cell phone with the camera facing you to look for the best lighting. ○ Position yourself so the light is in front of you (not to the side, back or overhead; shadows are cast). 2) Find the best camera angle - slightly looking up. <ul style="list-style-type: none"> ○ From below, shows chin. ○ If possible, set the laptop up slightly higher, you'll still need access to keyboard.

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	<ul style="list-style-type: none"> ○ Not too close; distorts the lens. ○ Close enough so there's a small amount of space on the screen above your head. <p>3) Consider what is shown in the background.</p> <ul style="list-style-type: none"> ○ Keep an organized background, only need to tidy up the area that is seen. ○ Consider dedicating a space for video meetings and keeping that space organized. <p>4) Look into the camera when talking, think of the camera as your participant's eyes.</p> <ul style="list-style-type: none"> ○ Avoid touching your face, nose, ears, etc. <p>5) Avoid noise distractions.</p> <p>6) Be presentable – dress for work.</p> <p>7) Test/practice using GoToMeeting ahead of the appointment.</p> <ul style="list-style-type: none"> ○ Practice with a co-worker to get comfortable. ○ Check your audio and visual set up. ○ Practice talking while looking into the camera and transitioning to typing into Cascades. <p>8) When on the video call with the participant, confirm that they can see and hear you.</p>

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