

# How to Participate in a Virtual Meetings with Clients who live with Brain Injury



## BEFORE THE MEETING: BE PREPARED

- Ask your client what is the best time of day to schedule a meeting in terms of their energy.
- Ask ahead of time if there is a platform that your client feels more comfortable using. (Examples of virtual platforms include Skype, Zoom, FaceTime, What's App).
- Test all technology, Internet access and the meeting link beforehand to ensure everything runs smoothly.
- Prepare a list of information and documents that you require for the meeting. Give this to your client in advance.
- Prepare an agenda and give this to your client in advance.
- If possible, ask a support person to attend the meeting with your client to help record information. Remember, virtual meetings do not require your client and support worker to be in the same location as each other, they just both need access to technology.
- Find a quiet place to hold the meeting so there will be minimal interruptions.

## DURING THE MEETING

- Use headphones to block out any distractions.
- Ask if you can record the meeting to assist with memory and note taking.
- Speak slowly, summarize main points and ensure only one person speaks at a time.
- If your client is unable to look at a screen for an extended time, provide some solutions such as: keeping the volume on and block their screen so they can lie down and put a cold compress on their eyes if it helps.
- Ask if your client needs to take a break.
- Try to make the meetings to be as brief as possible.
- Keep yourself muted to reduce background noise and distractions unless talking. Ask others to mute their backgrounds to avoid distractions.
- Be open to repeating elements for clarity.
- Provide a written summary of the meeting outcomes and email it to your client and/or their support worker. You can also send the recording.

**If you need support with any of these items when working with a brain injury survivor, contact BIST or your local Brain Injury Association: <http://obia.ca/abi-associations/>.**

[www.abijustice.ca](http://www.abijustice.ca)

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