



- Stick to the process! Prepare as you would for any other meeting:
  - Have POC to reference if updating the plan
  - Send reminder emails about the scheduled day/time/format
  - Check in with team members to ensure everyone is updated prior to the meeting
  - Start with strengths
  - Summarize the meeting afterward so everyone knows the plan moving forward
- Video is preferred to phone only meetings whenever possible, and we should encourage all team members to participate via video, as so much gets lost in translation when participants are via telephone instead
- Send everyone call in/connection info well in advance, along with any download instructions needed (especially for families/team members you haven't connected with previously)
  - Offer to have a practice call ahead of time if needed!
- Send out agenda ahead of time and ask for suggestions of agenda items
  - Screen sharing the agenda during meetings has been helpful!
- Still be cautious of your dress when over video; it's okay to be casual, but keep in mind you are still representing Wraparound and your agencies
- Still do introductions (name and role), especially with new team members or if everyone is via telephone—given the virtual format, it works better to have the care coordinator

call on each team member one by one so that everyone doesn't introduce themselves at once.

- Go over guidelines/video or phone etiquette with team members (using the mute feature when they're not talking, etc.)
- Encourage an ice breaker of some sort to get everyone comfortable with talking in a virtual setting (though be mindful of time restrictions on some platforms!)
- Be mindful of creating space for other team members to talk, as this is a bit different when meeting virtually
- Everyone is managing household expectations as well with working from home, and that's okay! If you do need to step away from the meeting briefly (to tend to a child/pet in crisis, etc.) that's totally understandable—just let the team know before shutting off your video and not communicating
- On that note, be mindful to look at the chat box, especially if people turn off mic/video because they are tending to personal needs