

Guidelines for Carers UK's video chats

We hope you enjoy this opportunity to chat and share how you're feeling with other carers who understand the ups and downs of caring. Carers UK is providing a series of informal video chats during the coronavirus pandemic to connect you with other carers and provide you with some supportive tips and ideas for maintaining your wellbeing during these unsettling times. These include our weekly Care for a Cuppa video chats and our Online Share and Learn sessions.

In order to ensure that all participants have the opportunity to contribute to the video chats, a maximum of 20 carers can join each session. The video chats are open to all carers aged 18 and over who are living in the UK.

We hope that the following guidelines will help you to get the most out of the video chats you attend:

1. Join the video chat early

When you register to attend a Carers UK video chat, you will be provided with a link to the Zoom webinar package. It is quite straightforward to join the video chat, but we recommend trying to join a few minutes early, especially if it's the first time you've used Zoom. If you have any problems joining, please email membership@carersuk.org

2. Be an active participant in the video chat

As a carer who is looking after someone during the coronavirus pandemic, we would really like to hear about how you are feeling and whether you have any tips that could be of help to other carers. You are one of the experts and other carers will really value your views, but if you'd rather just listen to the conversation, that's also fine. In Zoom, you can also type a comment or question using the chat function which the presenter will then see.

3. Be respectful and supportive

When speaking during the video chat, or when typing a comment or question, please be respectful other carer participants, external speakers and Carers UK staff. We also ask that you be supportive and sensitive to how other carers may be feeling. You may disagree with something said by another participant, but please communicate any disagreement in a constructive manner. Any participant who is not respectful or supportive of others will be blocked from using the current and future video chats.

We hope you have found these guidelines helpful and look forward to seeing you on a video chat. If you have any feedback on one the video chats you've attended, or have ideas you have for future video chats, please send them to membership@carersuk.org