



## Training Guide for the Virtual Special Smiles Self Assessment Program and Poll

The COVID-19 Pandemic has resulted in Special Olympics being forced to cancel its in-person Healthy Athletes Screening program for an undetermined period of time. In response to this situation, the Virtual Special Smiles Self Assessment Program and Poll (VSSSAPP) was created by modifying the Special Smiles “Training Manual for Standardized Oral Health Screening.” It was created to engage athletes in an exercise of education and self-determination utilizing our Clinical Directors and volunteer base of dental professionals and students.

This guide is designed to help you understand, plan, implement and evaluate the program to help keep our athletes as healthy as possible.

### Background

In addition to the standardized screening program, VSSSAPP includes additional questions that emphasize the relationship of oral health to overall health. Important concerns such as sleeping and sleep apnea, trauma, smoking and vaping, hydration and caries risk assessment are addressed. The poll process was created to engage athletes and provide them with an educational experience that will also be fun for them. In addition, we have the ability to collect data using the athletes’ responses.



The **VSSSAPP Powerpoint tool** can be downloaded from the [Resources page](#).

There is also an invitation at the end of the program to have a personal zoom meeting to answer questions the athlete may be embarrassed to ask in a group setting, and questions meant to alert program leaders to refer athletes if urgent dental care is necessary.

As a result, the VSSSAPP comprises the following:

- Powerpoint presentation with 30 questions and health education facts
- Zoom polling to collect responses from participants, share feedback on results and capture data for analysis
- Opportunity for breakout rooms so that athlete questions might be addressed
- Questions with Group participation at the end
- Opportunity to sign up for “One on One” or rather personal time for the athlete to ask personal/ private questions. (Note: those underage or those requiring guardianship should make appropriate accommodations for safety reasons)

There are some distinct advantages to Telehealth education which might be achieved through this model. They include:

- A non-threatening atmosphere
- Desensitization of a dental team member to the athlete and vice versa
- Direct communication with the athlete and volunteer



- Portable and adaptable to size of audience
- Can serve as impetus to create a provider directory
- Ability to promote access to care through referrals
- Ability to engage dental team members since time commitment is reduced
- Calibration online is easier than onsite
- It is cost effective
- Self-empowerment through learning and understanding

Virtual encounters have the following difficulties:

- Internet availability and speed (bandwidth) might limit participation
- Participants need a computer, microphone and speaker or phone for audio
- Smart phones or tablets do not allow one to format the screen view affecting the poll responses
- Some level of computer knowledge is required, or someone to assist
- Unable to provide physical reinforcement or effective demonstrations
- Limited view of an athlete's mouth
- Presenter can be inundated and overwhelmed. Having assistance from the SO Program can mitigate this and make the interaction more effective.

### **Planning**

Here are some useful tips to help you in planning your first event:

- Recruit coaches and SO Program staff or volunteers to help “Co-Host” the session. If there are more than 20 athletes, you may wish to assign the host duty to someone to manage tasks such as:
  - letting participants into the meeting (while you are presenting, you may not see people in the waiting room)
  - monitor participant's questions that might appear in the chat
- The most confusing portion of the self-assessment program is the setting up of the computer screen. DO NOT RUSH this piece and make sure that every athlete is following instructions and not frustrated.
- Depending on the number of participants and volunteers, it helps to have the host/ co-host set up the breakout meeting rooms and move participants and CDs or CVs to those rooms at the end of the presentation for questions, then moving them back into the main room for debriefing of topics covered.
- Have some “Exercises” ready for the breaks after the 10 questions. When in a bind, have them take 10 full breaths or have them stand up and lead them in a stretch.
- Be respectful of everyone's time

### ***Who can run the virtual encounter?***

- A trained Special Smiles Clinical Director must be responsible for overseeing of the program



- This CD should be oriented by attending a VSSSAPP presentation or have watched the video of the Smiles Self Assessment Poll presentation. This is available on Special Olympics' Resources page.
- Like the original training for HAS, it is important that the slides be "read as written" for consistency. Keep the questions moving at a consistent pace.
- At the end of the presentation, there will be time to highlight topics and go more in depth. This can include demonstrating flossing, preparing for the office visit, when to change toothbrushes, how to choose a toothbrush, what is fluoride varnish, what are implants, what is Invisalign, etc.
- Additional trained CDs are encouraged to participate, including licensed Dental professionals to supervise students and host breakout rooms
- Please provide a breakdown of participants, SO volunteers, CD's, Dental Residents, and dental/hygiene students (Jr. Sr.) who are presenting the virtual meeting as part of your regular Healthy Athletes reporting or to the SOI office: [ahill@specialolympics.org](mailto:ahill@specialolympics.org) Please include contact details within the roster so that we might write follow up notes to thank these individuals for volunteering and keep them engaged with the Special Smiles program.
- Supervised dental student/hygiene students are also encouraged to participate
- Those volunteering for the Special Smiles Program should be prepared. Know your material!

### ***What do athletes need to participate?***

- Depending on their ability and comfort level with technology, most athletes should be able to participate by themselves, however coaches, parents, siblings and caregivers are welcome to join athletes for the session and assist in helping with computer set up.
- To participate, an athlete will need to access the virtual session with a computer which has both audio and visual capabilities. Tablets and phones do not work well as it does not allow for screen configuration which makes Zoom polling difficult to implement and thus it may be challenging to collect the athletes' responses.
- Once the Program has scheduled the Zoom session, each athlete should be contacted and should pre-register for the session.

### ***How do I set up Zoom polling?***

- Zoom polling will need to be set up prior to the virtual session by the host (Program) and questions saved for future use
- The questions and multiple choice answers to be used for the Zoom poll can be found in **Appendix I** of this guide
- [Here](#) is a video to help with Zoom polling set up
- [Here](#) is a video to help with saving Zoom polls
- After the session, please download and forward a de-identified copy of the polling results to SOI: [ahill@specialolympics.org](mailto:ahill@specialolympics.org) or request a secure link to transfer identifiable data



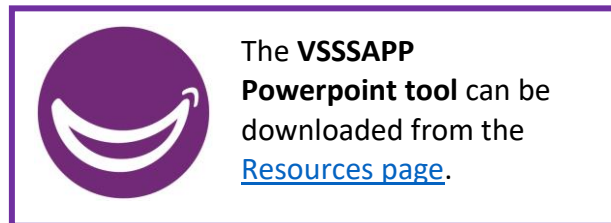
### ***What else do I need to prepare?***

- If your athletes are unfamiliar with Zoom, it is useful to have them connect prior to the session so that they familiarize themselves with using the functions
- A directory of Dental offices for referrals should be created. The local CD should help with populating the directory. This is useful for referring athletes who need follow up care. This is very important as questions 22-27 ask questions related to urgent care. Athletes answering “yes” to any of these questions must be directed to a dentist where they can receive in-person assessment and treatment.
- You will need a good Wifi connection
- You will need a version of Zoom that allows Poll or arrange for another person to present the Powerpoint and Poll
- Practice if you need and be familiar with Sharing the Screen, Opening the Poll, Making Breakout rooms, and moving participants and volunteers.

### **Implementation**

The Powerpoint presentation is the focal point of the Self Assessment. The presentation uses multimedia to help athletes identify their health habits, understand their current oral health, and teach them to make good choices and identify their risk (Risk

Assessment). The Powerpoint includes 30 questions for the athletes to respond to, and, similar to the CDC version of HAS questions, **adherence to the slide content and wording is important.**



The initial slides present information with questions related mostly to attitudes and habits. They progress towards dental problems using pictures and concepts. The last few questions are more focused on “emergent” or “urgent” needs. These questions are very important to identify those who may need help. It is important that proper referrals should be followed up.

Additional slides, videos and demonstrations are encouraged after the formal set of slides, but not in place of them. Breaking for activities between slides or polls is perfectly acceptable and two ‘stretch’ breaks have been included to encourage this.

We hope this program will generate curiosity for questions and provide athletes with the tools for self-determination. We use the slides and polls to engage the participants and these responses will provide the facilitator with an idea of the audience level of engagement or areas to emphasize in the large group session discussion or in break out rooms. Keeping a flow to the slide presentation/poll helps to keep participants engaged.



### GETTING STARTED:

1. The CD will welcome the participants and will guide them through setting up their screen. (Slide 2)
2. Zoom with the pre-loaded polls (you may need to load the first poll and Save as Template) should be running and the Virtual Special Smiles Self Assessment Powerpoint should be open in the background.
3. Once ready to begin, share your screen and the Powerpoint presentation. Make sure the audience can see the presentation. (See Slides 3 to 4). Have the participants modify the View of Participants to the second bar so that they see one person. Then have them move the View of Participants to the lower right corner of the screen.
4. Then, open the first poll (Slide 5) which will come in the middle of the screen and follow the slide to instruct them on moving the poll to the upper right corner of the screen (Slide 6) but make sure they can see the right side of the box (it has the vertical slider bar to move the poll questions up and down).
5. Remind participants that there are 30 questions and that it is important to do them together, keep a pace and NOT submit results until instructed. There will be stretch breaks at appropriate times.
6. The CD now moves to the slide and reads question as stated, asks participants to enter an answer on the poll. Slides 7 and 8 are more statistical questions.
7. Starting Slide 9, once participants have answered the poll question, the CD clicks on the slide to reveal the "facts", then reads them as written. The fact helps to teach "why the question was asked?" Don't slow down the pace. Write down any questions and promise to answer at the break. If you answer participant questions between the structured questions, you may lose the others attention.
8. The poll questions are grouped in 10's due to Zoom limits but it allows a minor break and additional informal questions and a Stretch Break. Have participants submit poll result on completion of question 10. Share poll results and briefly review the results with the audience either reinforcing correct answers or briefly discussing why some answers may be preferred.
9. After the review of the poll results, a short stretch or physical activity can break up the session.
10. Open next poll and begin the next 10 questions, and then the final 10 questions. At the poll change intervals, the results are reviewed and reinforced by open questions from the audience.



11. At the end of the powerpoint, an opportunity is given for the participants to request a “One on One” Zoom Telehealth meeting. The participant is instructed to contact their coach or SO Program with an email request to the CD (email address with subject line : One on One request). Please remember that the safeguarding principles require that any one-on-one session be observable and interruptible by a guardian.
12. On the conclusion of the questions and poll, the presenter and/or other facilitators (CDs/dental professionals) may use the break out rooms to convene the athletes in smaller groups and allow for a 10-15 minute question and answer period.
13. After these small group meetings, a debriefing is reconvened with the large group to recap any notable points and then close the session, unless the CD chooses to add on additional aspects such as a demonstration, video or presentation on more specific dental topics.
14. CD will review responses especially in urgent cases to follow up and make sure the Coach/Parent or caregiver is aware and actively seeks care for the athlete.

### **Evaluation**

- The poll is recorded and is capable of printing reports if necessary to follow up. After the session, please download and forward a de-identified copy of the polling results to SOI: [ahill@specialolympics.org](mailto:ahill@specialolympics.org) or request a secure link to transfer identifiable data.



## APPENDIX I



### Virtual Special Smiles: Zoom Poll Questions

#### Question: 1

- How old are you? Please select your age (age range) next to poll question 1
  - A. 5 to 10 years old
  - B. 11 to 18 years old
  - C. 19 to 30 years old
  - D. 31 to 50 years old
  - E. over 51 years old

#### Question: 2

- Which category are you? (Check All that apply)
  - A. Athlete
  - B. Unified Partner
  - C. Coach
  - D. Clinical Director/ Volunteer
  - E. Parent/ Family member
  - F. Support person/Caregiver/ Direct Support Person
  - G. Educator/ Teacher

#### Question: 3

- Do you have a Local Dentist or Oral health professional?
  - A. Yes
  - B. No
  - C. Not sure

#### Question: 4

- How often do you visit the Dentist/ Oral health professional?
  - A. Once a Year
  - B. Twice a Year
  - C. More than Twice a Year
  - D. Only when needed



- E. Never

Question: 5

- Ⓐ Have you ever had trouble finding oral health care or finding a dentist?
  - A. Yes
  - B. No
  - C. Not sure

Question: 6

- Ⓐ How often do you clean your mouth? ( Brush, floss, Wipe or other ways you clean your teeth, gums and mouth)
  - A. Once or more a day
  - B. 2 to 6 times per week
  - C. Once per week
  - D. Less than once per week

Question: 7

- Ⓐ Do you have teeth?
  - A. Yes
  - B. No

Question: 8

- Ⓐ Do you wear dentures, partial dentures, “plates” or wear braces (orthodontics)?
  - A. Yes
  - B. No
  - C. Sometimes

Question: 9

- Ⓐ Have you ever had a filling or sealants? (silver, white, gold) (as child or adult)
  - A. Yes
  - B. No
  - C. Not sure

Question: 10

- Ⓐ Which statement is true
  - A. Chewing tobacco is harmless
  - B. E-cigarettes are safe
  - C. Vaping is safe





- D. Second hand smoke is safe
- E. Smoking can be harmful

**New 10-question poll**

Question: 11

- Do you take daily medications?
- A. Yes
- B. No
- C. Not sure

Question: 12

- Do you take medicine for ANY for the following? Blood pressure, seizures, allergies, constipation, mood, asthma?
- A. Yes
- B. No
- C. Not sure

Question: 13

- Is your saliva (spit) more like?
- A. Thin like Water
- B. Bubbly or Foamy
- C. Thick, ropey...like syrup

Question: 14

- Do you Drink water more than 1 liter or 5 glasses a day?
- A. Yes, everyday
- B. Sometimes
- C. No, not usually
- D. Not sure

Question: 15

- How often does food get stuck between your teeth?
- A. Often
- B. Sometimes
- C. Rarely

Question: 16



- Ⓒ Do you play a sport that has contact with other players? Like basketball, wrestling, soccer and others...
- A. Yes
- B. No

Question: 17

- Ⓒ If you play a sport that has contact with other players, do you wear a mouth guard?
- A. Always
- B. Sometimes
- C. Never
- D. I Don't have one
- E. I Don't play contact sport

### REVIEW QUESTIONS 8 THRU 17 (CAVITIES, GUM DISEASE OR TRAUMA)

Question: 18 **ACTIVITY**

- Ⓒ When you Look in a mirror and open your mouth, which picture looks like yours? Do you see the back of your mouth?
- A. Upper left
- B. Upper right
- C. Lower left
- D. Lower right
- E. Cannot see/ Not sure

Question: 19

- Ⓒ Do you experience any of the following? (check all that apply)
- A. People tell me I snore loudly
- B. I breathe loudly
- C. I am sleepy throughout the day
- D. I often find it difficult to concentrate
- E. Not sure
- F. None

Question: 20 **ACTIVITY**

- Ⓒ Is it easy to put your lips together and breathe thru each nostril? (put your lips together, close off one nostril gently and breathe, then the other nostril)
- A. Easy on both sides
- B. Not easy on one or both sides
- C. Not sure



### New 9-question poll

Question: 21

- Do you want to learn how to have and keep a healthy smile?
- A. Yes
- B. No
- C. Maybe

Question: 22

- Do you experience pain in your mouth, especially during or after eating?
- A. Yes
- B. No
- C. Not sure

Question: 23

- Do you have pain inside your mouth? Tell me more. (check all that apply)
- A. Pain in teeth
- B. Pain in gums
- C. Pain in stomach after eating
- D. Other
- E. None

Question: 24

- Do ANY of your teeth feel sensitive to cold, hot or sweet foods or liquid? (check all that apply)
- A. Yes, upper tooth/teeth
- B. Yes, lower tooth/teeth
- C. No
- D. Not sure

Question: 25

- Do you have difficulty chewing?
- A. Yes
- B. No
- C. I have no teeth
- D. I have too many missing teeth
- E. My teeth don't touch when I chew



Question: 26

- Look at your front top teeth in the mirror, do you have any chips or broken edges of your teeth?
  - A. Yes
  - B. No
  - C. Not sure

Questions 27

Do you see signs of bleeding from your mouth when you Brush, Floss, or Rinse”  
Is it reddish/ pink in the sink?

- A. Yes
- B. Sometimes
- C. No
- D. Not sure

**REVIEW QUESTIONS 22 THRU 27 DENTAL URGENCY**

Question: 28

- Did you learn something new today?
  - A. Yes
  - B. No

Question: 29

- If you could have a One to One Zoom (virtual) consult to ask a Dentist or Oral Care Provider a question, would you be interested?
  - A. Yes
  - B. No
  - C. Maybe

Question: 30

- How many times have you participated in the Virtual Special Smiles Poll?
  - A. First time
  - B. 2-5 times
  - C. 6 or more
  - D. Not sure