Virtual Family Health Forum (FHF) Toolkit  
June 18, 2020

In light of COVID-19 and the limited ability to gather in-person for events such as Family Health Forums, we want to provide resources and tools to help the Special Olympics Programs still engage parents, families, and caregivers in educational and discussion-based sessions. This tool kit outlines some recommendations for conducting virtual Family Health Forums. Additionally, sample curriculum resources are available for Programs to use and customize, if needed.

Purpose and Objectives

The Family Health Forum (FHF) initiative is designed to engage families and caregivers of those with intellectual disabilities (ID) in Special Olympics and offer an environment where parents and caregivers can gain direct access to health information, resources, and support. The objectives of the Family Health Forum initiative are to:

• Provide families and caregivers of Special Olympics athletes with direct access to health information for themselves as caregivers as well as for individuals for people with intellectual disabilities
• Provide opportunities for families and caregivers of Special Olympics athletes to connect with community leaders, health care professionals, social service providers, as well as one another;
• Provide health care professionals, community leaders and social service providers with the opportunity to learn more about the challenges that athletes and their families face, and explore ways to help facilitate better access to health care, education, and inclusive activities;
• FHF can also be a great opportunity for Programs to build a foundation for future Healthy Athletes, Healthy Community, Young Athletes or Fitness programming, as well as to provide orientation to new families as to what Special Olympics is as well as other community-based programs for people with ID.

In light of COVID-19, and the limited ability of Programs to host in-person events, these objectives remain the same, but we are exploring new ways to deliver content and engage the families and caregivers.

Below, we will provide recommendations on how to develop, implement, and evaluate a virtual Family Health Forum.

Included in the Toolkit

1. Registration and Tracking Recommendations
2. Evaluation Form
3. Suggested Technologies (e.g., Zoom, Instagram and Facebook Live, Social Media Posts, Podcasts/Radio)
4. Specific Curriculum Resources by Topic:
   a. Suggested Agenda specific to the content and proposed types of speakers
   b. Facilitators guide
   c. Slide Content, Recording, and/or Key Messages for the core content
   d. 2-3 Interactive ways to engage participants or demonstrate key messages for topic
   e. Suggested Social Messaging content (in case a full FHF isn’t doable)
   f. As relevant, handouts or materials that supplement the virtual content and/or can be used as separate materials, if families and caregivers are unable to join virtually.
Potential Topics for FHF Events

We are in the process of building our curriculum and resource materials for six (6) topics initially.

1. Emotional Wellness and Strong Minds **(DRAFT AVAILABLE NOW)**
2. Self-Advocacy for Equitable Health for people with intellectual disabilities **(DRAFT AVAILABLE NOW)**
3. Parenting **(COMING SOON)**
   - Session 1 - Positive Parenting during COVID-19
   - Session 2 - Parenting a Young Child with Intellectual Disabilities
4. Nutrition and Healthy Lifestyles **(COMING SOON)**
5. Bone Health **(COMING SOON)**
6. Fitness at home for the family **(COMING SOON)**

With time, we hope to create additional curriculum in other areas. However, you are not limited to these topics listed above and should be responsive to the needs of the families and caregivers in your community. Below is a list of topics that have previously been done during in-person events and you may want to consider for a virtual FHF topic that you develop with experts in your area:

- Diabetes Prevention and/or Disease Management – **NOTE: This is a priority topic for Lions Club**
- Water, Sanitation, and Hygiene – particularly female menstruation and hygiene (a priority topic for UNFPA)
- Healthy Relationships and Social Media/Internet Safety
- Navigating the Healthy Athlete and general health system
  - Importance of follow-up and how to access care and services
- Heat Illness and Injury Prevention
- Rights for persons with intellectual disabilities

If you create your own curriculum, please share the content with us so we might be able to share with other Programs and expand the reach of the topic.

Registration + Tracking

For registration, there are two methods that we suggest. We strongly recommend Option 1, but we recognize that may not be possible for all Programs:

1. Online Registration Tools and Forms: To have your participants register electronically in advance of an event, you can use a tool such as Smartsheets, Google Forms, Qualtrics or whatever system your Program and staff are familiar with.
   a. For assistance with this, SOI can help you set up with a customized Smartsheet online form. Click [here](#) to see an example of the form. These forms can be customized if your Program would like to request additional information from registrants. If your program does not have access to Smartsheets, you can still utilize this method!
      i. To have SOI create the Smartsheet for you, please contact tbraun@specialolympics.org

2. Excel: If you don’t think that people will be able to use an online registration form, SOI has also created an excel template for you to use in order to collect participants information. When announcing the virtual Family Health Forum, request that your participants email or call with the information (e.g., Name, contact email, name of athlete, if relevant, and if they are a current participant in Special Olympics). Then, you can manually add that information to the Excel tracker. Alternatively, you can attached the Excel to your announcement and have participants fill it in and return it to you.

If advance registration is not possible, you may also collect participant names through Chat feature of Zoom during the session.

For tracking of actual attendance, most of the technology systems for hosting webinar (e.g. zoom or GoToConference) will show you the number of participants that joined your call.
Technology Systems

There are a variety of systems that can be used to host virtual Family Health Forums and the Program is allowed to select whatever will work best for them in terms of resources and capacity. In this document, we have focused on the use of Zoom, as well as possible extensions with social media and radio options.

Zoom

Zoom is a platform that can be used for hosting video chats, meetings, webinars, etc. Zoom meetings are ideal for hosting interactive sessions where you will have participation from the audience. Zoom has the capability for closed captioning, recording, annotation, and registration. Not all participants need a license to attend the meetings, just the host will need a license. Zoom meetings can also be livestreamed on Facebook, YouTube, and more.

Meeting vs Webinar

There is an option to upgrade your “meeting” to a “webinar” through Zoom. There is an additional fee for this but in some circumstances is can be beneficial. Meetings are designed to be a collaborative event where all parties can share, whereas webinars are designed so that the host and designated panelists can share and view-only attendees can watch the presentation. To see a comparison between a meeting and a webinar, please click here.

For a comprehensive guide on webinars, click here.

Break Out Rooms

If you want to break the group into smaller groups for certain aspects of the discussion. There is also the option to break your session into smaller groups using the breakout rooms feature. To learn more about using breakout rooms please click here.

Polling

Zoom has the feature to use polls during your zoom meeting. This can be a great way to engage your audience! Click here to learn more about how to use polls.

For instructions on setting up registration, please click here.

We highly recommend that zoom is used for hosting a virtual family health forum. There are different subscription options for zoom but we suspect that the option that most will need is the Zoom Pro option. It is $14.99 a month per host and you can have up to 9 hosts for this plan. The meeting can hold up to 100 participants. If you think that you will have more than 100 participants there are add-on options. Click here for more information on pricing and different plan options. If you have a FHF grant, the costs for Zoom for that month may be included in the line items.

For a guide on best practices while holding an online event, click here. We have found this guide to be extremely helpful and hope that it will be helpful for you as well!

Tips:

- Don’t reuse meeting ID’s and don’t use your Personal Meeting ID (PMI) to schedule meetings
- Ensure you have a password for the meeting
- Use the waiting room function
- Consider having participants register via the recommendations above and then promote out the links to the registrants.
- Familiarize yourself with managing participants, namely removing participants, muting and turning off video: [https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting](https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting)
- Consider adding a password to Zoom Meetings (see screenshot to right)
**GoToMeeting**

GoToMeeting is a platform similar to zoom. GoToMeeting has options to join from a smartphone or a computer. A plan for GoToMeeting can be chosen based on how many people you are looking to host. The professional plan will hold up to 150 people in a meeting. GoToMeeting is great for giving online presentations for up to 250 people. Participants will not need a GoToMeeting account to join the presentation.

To learn more about GoToMeeting pricing, click [here](#).

**Social Media Platforms**

Using social media platforms such as Facebook and Instagram may be appealing for hosting your virtual forum. It can be an easier way to get in touch with your audience. Through Facebook Live, you can broadcast from your profile, page, group, or event using the Facebook app. Through Instagram, you can broadcast from a profile. While these options may make it easy to get in touch with your audience, one drawback is that you are unable to share your screen while livestreaming from Facebook and/or Instagram. Additionally, it can be challenging to have an interactive session where questions or discussion can be held via the social media platforms.

A useful option that Facebook provides is to livestream your Zoom meeting or webinar. You may be able to reach more families by hosting a Zoom meeting and sharing that through Facebook groups! To learn more about this option, click [here](#).

**Radio Shows/Television**

One possible option to explore, if connection to computers, smart phones, and/or wifi is an issue for families in your Program, is to look at developing a partnership with radio or television shows to have brief sessions on these topics. This option is inherently less interactive, but it can be one way to share information with families and athletes. It can be an opportunity to interview or engage experts as well as potentially feature a family member or athletes to share their story as well. In this case, you may need to modify the curriculum slightly to be more of an interview style with the individual and/or add to the script since there may not be visuals (for radio). Examples of this a radio show have been done in Kenya.

This option probably requires a strong partnership with the radio or television station. It may also be challenging to estimate reach and to know who has participated, but has the potential to also have some potential learning opportunities for families and others that may not have previously had awareness of Special Olympics.

**Participants, Agenda and Implementation Recommendations**

The key demographic for these sessions, unlike many of the other resources available, is the parent or caregiver so keep that in mind with your marketing and registration. Athletes are certainly welcome (and encouraged) to join with their parent/caregiver but the target audience for the information and session should generally be the family member.

1. The size of your virtual FHF will depend on a few different aspects:
   a. The capacity of your technology (some accounts may limit the numbers that can join or limit the length of the session)
   b. The timing you offer the session (is evening better for working parents or is the day time best)
   c. Access to technology by your families – you may need to consider additional ways to share content (e.g., a mailed packet or social media or a recorded Podcast, if access to internet and computers doesn’t allow for strong enough connection for a zoom meeting)

2. How interactive a session you choose to deliver – the larger the group, the harder it will be to engage in meaningful exchange so in those cases, the session may be more didactic or showing examples and having
participants follow along on their own at home (e.g., doing a cooking demonstration or a physical activity exercise demonstration).

3. Engage your athlete and family leaders in the session as organizers, speakers, and leaders.

Special Olympic Programs should develop Family Health Forums that address the specific questions and concerns of their local family members, however there are some recommendations we will provide.

1. An virtual FH agenda SHOULD include:
   a) **At least one health topic**, but a variety of related topics can also be included, if session is longer. The sample curriculum is designed to be 1 (or at most 2) topics and covered in a 30-60 minute session.
   b) **A brief description of Healthy Athletes** and/or Young Athletes (if offered) and why they are important, how athletes get access to Health programming and ensure follow-up care as needed.
   c) **An interactive component and question and answer period, if technology allows.**
      - Sample interactive components are included in the curriculum as well as some FAQs.

Other considerations for implementation:

2. Although not required for the virtual family health forums (unless funded), we would still encourage you to invite participation from your local Lions Club to speak to families about Lions Clubs International, the services offered at the local level, and the benefits of becoming a Club member. They may also be able to help with content related to vision care and diabetes and others.

3. Acknowledgment of our funders – Golisano, CDC (for US), and Lions Club (if you are a grantee)
   a) Banner templates available [here](#) Vertical | Horizontal
   b) Potentially turn logos into a virtual background, if you are using Zoom.

4. A brief online report must be completed and submitted within 30 days of the conclusion of the event (see page 7 for more information).
   a) Programs are also encouraged have the participants complete the participant evaluation survey (included in the toolkit as a separate document).

**Partnership Collaboration**

Whether virtual or in-person, FHFs are an opportunity to engage partners in the community who can serve as resources for people with intellectual disabilities to access key health, educational and social services. In addition to local universities, awareness groups, etc, some important partners include Lions Club International, UNICEF, Catholic Relief Services (CRS), International Federation of Red Cross and Red Crescent (IFRC), Ministries of Health or your local Public Health Department. Contact Taylor Braun ([tbraun@specialolympics.org](mailto:tbraun@specialolympics.org)) for information about involving these organizations.

These partnerships can also help you build sustainability for future FHFs or other health programming.

**Building Toward Special Olympics Success**

Use your family health forums as an opportunity to help your Program achieve success in all areas of Special Olympics Programming. FH can be a great opportunity for engaging family and athlete leaders. FH can also help you build and generate interest in your Unified, School Engagement, Young Athletes, Healthy Athletes, Fitness and/or your healthy community programming as well as improving recruitment of new athletes for your sport competition. So remember to work cross department as you plan and implement your FH, whether it is virtual or in-person.

**Funding**
For virtual Family Health Forums, the costs for implementation should be limited and will mostly rely on staff time. Generally, the virtual FHF will be supported through local resources and funding, however grant opportunities may become available. If cost is a reason you are unable to offer a virtual Family Health Forum, please contact your Regional Health Manager.

Reporting
While most virtual Family Health Forums will be locally supported (since the costs are generally low), we still want to be able to collect information and data on these events to ensure we can continue to support you all with the curriculum as well as to report to funders on activities that are occurring

1) Event Reporting Form
   This [online form](#) should be completed by Program staff within 30 days after implementation of the FHF. It asks general information about the FHF such as topics, number of participants, types of partners, speakers, most/least successful aspects, and a success/impact story related to the event and pictures from the event. You will be able to submit this information online through a web form, which will allow you to enter your evaluation form. It should take no more than

   If you are unable to enter your form directly into the online system, please contact your Regional Healthy Athletes Manager who can send you a word version of the survey to complete.

   If you have trouble or issues with accessing the form, please contact Taylor Braun ([tbraun@specialolympics.org](mailto:tbraun@specialolympics.org)) or your Regional Health Manager.

   If you have received grant funding, you will also have to submit the receipts and financial information for the program, as you usually would with a traditional FHF grant.

2) FHF Participant Evaluation
   This [online survey](#) should be completed by FHF participants at the end of the FHF. It is a series of questions that will gauge the value and impact of the session on each individual participant. This information is important because it tells us whether FHFs are valuable and how we can continue to improve them for future events.

   Please distribute the URL to participants at the end of the session. The easiest way to collect this information will be by distributing the URL at the end of the session (it will be included on the final screen). Additionally, it can also be emailed or put out via social media to encourage participation after the completion of the event.

   If virtual completion is not possible, you can also mail hard copies and have participants to return them and then have Program staff enter the data online through a system called Qualtrics.

3) Feedback Form on Select Topics
   Depending on the topic(s) you plan to present in the FHF, you might be asked to complete a feedback form that asks specific questions about that topic and how it was presented and received by attendees. Certain topics are new areas or are of particular interest to Special Olympics, and the questions on the feedback form will help us better understand the needs of our families and athletes. You may be asked to participate in a call with SOI if your topic falls into this category.
How to complete the online Evaluation

1. Use this link to a Smart Sheet reporting form: https://app.smartsheet.com/b/form/563e0b50c3de4d97b8081aebac7bdf2

2. Answer all the questions as instructed.

3. Please either upload any additional materials or resources that you may have created to deliver the content or email them to Taylor Braun (tbraun@specialolympics.org).

If you have any issues or questions about the online evaluation report, please contact your Regional Health Manager or contact Taylor Braun (tbraun@specialolympics.org) or Peyton Purcell (ppurcell@specialolympics.org) at SOI.

How to complete the Participant Exit Survey

Programs are encouraged to have participants complete the exit surveys as a way to gauge the success and impact of the event and figure out areas for improvement for future events.

Here is the typical process:

1. Distribute the link (https://specialolympics.qualtrics.com/jfe/form/SV_byl4kr9lX4ze8u1) to the survey to participants at the end of the event

2. If you are not able to distribute this electronically, print a copy of the Participant Exit Survey and mail the survey to participants, if possible – as long as you don’t modify the questions themselves, you can customize the form with your Program Logo or other information. NOTE: Sample copy of the survey is available in the toolkit.
   - After the event the Program enters the information from each of the paper forms into the online Survey: https://specialolympics.qualtrics.com/jfe/form/SV_byl4kr9lX4ze8u1 you do not need a password for the exit survey -- fill out the survey for each paper copy you have.
   - 

3. Let Taylor Braun (tbraun@specialolympics.org) know once all your surveys have been entered into the system or you are ready to run the report and she can send you a summary of the data.

If you have any issues or questions about the online Participant Exit Survey, please contact your Regional Healthy Athletes Manager or contact Taylor Braun (tbraun@specialolympics.org) or Peyton Purcell (ppurcell@specialolympics.org).

What if your Program already received a 2020 FHF Grant?
In fall 2019, the grants for FHF events to be held in 2020 were awarded. We know that many events are having to be postponed or cancelled. Our hope is still to offer those funded events in-person before the end of the grant year in September (or March 2021, if you are in the US and CDC funded).

Please complete this survey or contact your Regional Health Coordinator to let them know the status of your event. There are four main categories of status:

<table>
<thead>
<tr>
<th>Status of Event</th>
<th>Next Steps</th>
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<tbody>
<tr>
<td>1. You already held your in-person event</td>
<td>Great! <strong>Please be sure to complete the traditional grant reporting requirements</strong> (as outlined in your award letter)</td>
</tr>
<tr>
<td>2. You have rescheduled your in-person event to later in the year and still feel confident that you should be able to hold the event by end of September 2020 (for non-USA programs) or by March 2021 (for USA Programs funded by CDC)</td>
<td>You must notify your Regional Health Manager (RHM) about the new date planned for your event. You are still welcome to also hold a virtual event, but if you want to use funding for that, please submit expected costs, if you are revising your budget from the original grant.</td>
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</table>
| 3. You had to cancel your in-person event and won’t be able to reschedule it, but you are interested in hosting virtual FHFs. | Notify your RHM. If you already received funding, you will need to submit a revised budget for the costs for the virtual forum to your Regional Health Manager. Sample line items for virtual event can include: temporary subscription to Zoom/webinar system, mailing costs, select phone or internet changes, honorarium for speakers, supplies, laptop rentals.  

*If you already spent some funds for the in-person FHF, please notify your RHM of this information as reporting may be needed for those costs.*

| 4. You know you are going to be unable to host any in-person (or virtual) event this year | Notify your RHM. If you already received funding, the funding will need to be returned to Special Olympics International.  

*If you already spent some funds for the in-person FHF, please notify your RHM of this information as reporting may be needed for those costs.* |
| 5. Other                                                                      | If your Program situation is different, please work with your Regional Health Manager to work through your particular situation. |

Based on the number of Programs that are canceling in-person events and revising budgets, we may have remaining funding to allow additional Programs to apply for grants for virtual FHF (or potentially in person events for later in the year)

**Support**

If you have any questions related to the implementation of your FHF, please contact your Regional Healthy Athlete Manager or Taylor Braun (tbraun@specialolympics.org) or Peyton Purcell (ppurcell@specialolympics.org)