



eConnect Online

at home

Information package

Research initiative supported by:

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Maples Adolescent Treatment Centre
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What is eConnect Online - at home?

eConnect Online is Connect delivered on a videoconferencing platform. The at-home version is when the caregivers join the group from their own home. Each group can accommodate 6-8 households (up to 2 caregivers per household).

Note: There is an alternative hybrid version of eConnect Online where small groups of caregivers join the group from satellite sites in their community. Please contact us if you are interested in running the hybrid version of eConnect Online.

What is required to run an eConnect Online (at home) group?

Personnel

A total of 3 staff are required to run an eConnect Online group, two will act as group facilitators and one will act as the tech facilitator. All three are required to complete the eConnect Online training prior to running the groups.

Equipment and Resources

- Stable internet (a minimum of 1.5 Mps for upload and download)
 - Windows or Mac computers with webcam (one for the tech facilitator, one or two for the group facilitators)
 - Speaker and microphone (built-in speaker and microphone in the computer are sufficient, but wireless headphones/earphones are recommended)
 - One Pro Zoom account or Zoom for Healthcare account*
- * If your agency requires the use of an alternative videoconferencing platform, please contact us to obtain the documents needed to evaluation the fit of your videoconferencing platform with eConnect Online.

What do caregivers need to join the group?

- Willingness to receive videoconferencing-based services
- Availability to attend all group sessions
- Ability to join the group privately and safely
- Stable internet (a minimum of 1.5 Mps for upload and download)
- Access to a computer with a webcam
- A pair of earphones or headphones are recommended

Is this part of a research project?

Yes it is! eConnect Online is part of a research initiative at Simon Fraser University. As such, program evaluation on the training experience, implementation experience and client outcomes is an integral part of the project. Both service providers who receive the training and caregivers who enrol in future eConnect Online groups will be asked to participate in the research project. Participation is voluntary.

What does the training involve?

Top-up training & Certification

eConnect Online requires advanced facilitation skills. As such, **certified Connect facilitators** are best suited to receive the top-up training to be certified to run eConnect Online groups as group facilitators. The top-up training include:

- A half-day workshop on eConnect Online
- Completion of an online tech training module
- Reading relevant program and training materials, including the flip-chart templates that will be provided as part of the program
- Demonstration of competence via a partial mock run session
- Completing supervision sessions for 2-3 group sessions, which involves reviewing recordings of the group sessions

Full training & Certification

Experienced child and youth clinicians without prior training in Connect are eligible to receive the full training in eConnect Online. This includes:

- A three-day Connect facilitator training workshop
- A half-day workshop on eConnect Online
- Completion of an online tech training module
- Reading relevant program and training materials, including the flip-chart templates that will be provided as part of the program
- Demonstration of competence via a partial mock run session
- Recording every group session for one or more eConnect Online groups and reviewing the recordings
- Weekly supervision sessions with a Connect supervisor who has experience with eConnect Online

Facilitators with less experience in running Connect groups (in-person or online) are required to run their first eConnect Online group with a certified eConnect Online facilitator or with a seasoned Connect facilitator.

Tech facilitator eligibility and training

It is crucial for each eConnect Online group to have a tech facilitator. Individuals who are suited to receive training for the tech facilitator role should:

- Be tech competent and familiar with common computer applications and functions
- Have the ability to listen to parent responses and type them up at an adequate speed
- Have the ability to monitor multiple sources of input (facilitator requests, parent responses, text messages etc) at once and respond as appropriate
- Have training or experience in the field of child/adolescent/family mental health and be familiar with interventions and the importance of communication, rapport and group processes

Ideally, the tech facilitator will have completed the three-day Connect facilitator training workshop. If not, they will be required to complete one. Other training components include a half-day workshop on eConnect Online, completion of an online tech training module, thorough review of program materials, one-on-one consultation sessions with certified tech facilitator prior to group, shadowing certified tech facilitator in group and engage in supervised tech facilitator work as required for certification.