Virtual Juniper Class Toolkit

Welcome to the Virtual Juniper® Class toolkit. The toolkit compiles processes and resources to support Juniper providers implementing virtual Juniper classes in communities across Minnesota.

The modules in the toolkit contain resources and information focused on implementing, evaluating, and sustaining virtual Juniper evidence-based health promotion program classes.

1: Introduction
The social distancing guidelines needed to curtail the COVID-19 Pandemic carry the unintended consequence of social isolation among older adults, and service disruption for the community-based organizations that serve them. This toolkit identifies options and models for virtual implementation of Juniper classes, as well as other resources for health and wellbeing.

Resources to Learn More
National Council on Aging FAQ: COVID-19 and Health Promotion Programs Website
Evidence-based program developers from the National Council on Aging are issuing guidance on options for implementation remotely. Remote implementation is feasible for some programs and not for others.

Webinar: Offering Evidence-Based Programs During the COVID-19 Pandemic Webinar
Listen to this webinar with the Evidence-Based Leadership Collaborative and other program developers to receive guidance on permissible ways to offer content remotely or provide other resources to address chronic disease and falls prevention.

2: Program Models

<table>
<thead>
<tr>
<th>Program</th>
<th>Virtual Model</th>
<th>Virtual Options</th>
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</thead>
<tbody>
<tr>
<td>Tai Ji Quan: Moving for Better Balance</td>
<td>Allowable</td>
<td>Secure video conference</td>
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<tr>
<td>Living Well with Chronic Pain</td>
<td>Allowable</td>
<td>Secure video conference</td>
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<tr>
<td>Living Well with Diabetes</td>
<td>Allowable</td>
<td>Secure video conference</td>
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<tr>
<td>Diabetes Prevention Program</td>
<td>Allowable</td>
<td>Secure video conference</td>
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<tr>
<td>SAIL</td>
<td>Allowable</td>
<td>Secure video conference</td>
</tr>
<tr>
<td>Living Well with Chronic Conditions</td>
<td>Allowable</td>
<td>Secure video conference or Toolkit with teleconference</td>
</tr>
<tr>
<td>Arthritis Foundation Exercise Program</td>
<td>Allowable</td>
<td>Secure video conference</td>
</tr>
<tr>
<td>Aging Mastery</td>
<td>Allowable</td>
<td>Secure video conference</td>
</tr>
<tr>
<td>A Matter of Balance</td>
<td>Not allowable</td>
<td>N/A</td>
</tr>
<tr>
<td>Stepping On</td>
<td>Not allowable</td>
<td>N/A</td>
</tr>
</tbody>
</table>
3: Role Definitions

Provider/Service Delivery Organization
- Reach out to your Juniper Program Developer prior to offering a virtual Juniper evidence-based health promotion program
- Review and execute provider contract amendment which captures new deliverables for provider and Agency related to virtual class offerings if applicable
- Work closely with Program Developer to schedule and coordinate virtual Juniper class on yourjuniper.org
- Promote classes
- Welcome registered participants from all over Minnesota
- Manage participant registration
- Ability to send and receive encrypted emails
- Provide technical assistance to leaders as needed
- Ability to mail/distribute any participant workbooks required for the class

Leaders
- Ensure access to audio and visual equipment for virtual conferencing
- Ensure access to reliable internet connection
- Prepare for and facilitate virtual classes
- Take class attendance
- Remind participants to complete virtual class forms
- Provide technical assistance to participants related to JotForm
- Flexibility to implement new process and procedures and to provide input on process improvement

Program Developer
- Reach out to Provider to understand interest and ability to offer virtual classes
- Schedule and facilitate Zoom meetings with Provider
- Provide technical assistance to Leaders, Providers, and participants related to Zoom
- Provide technical assistance to Leaders, Providers related to JotForm as needed

Innovations for Aging
- Create and distribute class JotForm links to class leaders
- Enter JotForm survey information into yourjuniper.org on behalf of provider
  - This is a temporary measure to protect participant information by limiting information exchanges
- Purchase and maintain HIPAA Secure Zoom Licenses
- Provide resources to organization based on completers
- Promote classes
4: Implementation
Current provider Agreements will need to be modified to capture deliverables by Provider (Contractor) and Agency related to virtual class offerings.

Marketing and Engagement
- Providers coordinate statewide participant engagement with Program Developer and Juniper Wellness Engagement Specialists
- Add new “Feature” story on yourjuniper.org
- Outreach to participants who have had a class canceled or postponed due to COVID-19
- Outreach to waitlist individuals
- Facebook event marketing
- CareOptions Network event marketing
- Provider markets electronically through their own individual means
- Zoom Social Connect spaces
- Juniper MailChimp distribution list
- Yourjuniper.org, communicate materials participants need for virtual classes in “Notes” section of the class
- Work with news outlets to share Juniper virtual service story during COVID-19

Registration
Registration to be handled exclusively through yourjuniper.org either by self-registering or calling the Provider organization or WEC. No paper registration.

- Email is required for virtual classes.
- Confirm participant has audio/visual capability for Zoom.
- Confirm participant has broadband access. If not, discuss the following resource: https://blandinonbroadband.org/2020/03/19/national-free-low-cost-internet-plans-and-building-list-of-mn-providers/

Safety
In order to ensure the safety of participants, the following are required for participation in the class:

- Participant must have and use video and audio capabilities, this could be through a smart phone, tablet, or laptop.
- Address, phone number, and emergency contact should be collected from participants to be used in the event of an emergency.

Leaders should observe who attends each session and if any participants drop-off the session before the end. Leaders should follow-up with these participants to ensure that they are OK or to explore if they experience any issues with the Zoom platform.

Should a participant become injured, leaders should exercise their best judgement as to whether to call 911 and/or the emergency contact.
Class Implementation Roles and Timelines

**Scheduling**

Program Developer works with Provider to schedule the class on yourjuniper.org and via Zoom 30-60 days before start date. Class location will be used to indicate that this is a virtual class. Class notes will be used to list technology requirements and instructions for registration and using Zoom.

**Sending Zoom Link**

Program Developer holds credentials to a HIPAA secure Zoom meeting platform. When the provider is relying on the Program Developer’s HIPAA secure Zoom meeting credentials to create the link, the Program Developer emails Zoom meeting link to Provider. Provider shares secure Zoom link with participants and class leaders 1 week prior to Session 0. Provider email to participants includes:

- Welcome message
- Leader information
- Reminder note regarding class meeting times
- Tips for getting started and using Zoom
  - Comprehensive Guide to Educating Through Zoom
  - Zoom Video Tutorials
  - 13 Zoom video chat tips, tricks and hidden features
  - Video chat with Zoom (SeniorPlanet.org resource—check their website for regular livestreaming classes)
  - Instructions for Accessing Your Virtual Rush Generations Workshops through Zoom

- Program Developer’s contact information to call with questions

In the event the Provider has its own Zoom HIPAA compliant web and video conferencing plan, the Provider will send the Program Developer a written statement attesting the Provider holds a Zoom HIPAA compliant license and agreeing the Provider will use the HIPAA secure Zoom meeting space to hold any virtual Juniper class.

**Distributing Participant Materials**

If the program requires a participant workbook the Provider will mail the workbook to all participants before the class start date. If the Provider is unable to mail the workbook, IFA will assist with the mailing. Considerations:

- Participants will likely only have one screen, using an e-book and navigating from one screen to the other could be difficult
- Cheaper to mail the books we have than purchase e-books
- Classes emphasize self-empowerment to discover new resources, having the full book (versus copies of select handouts) encourages individual research and learning
- May need to include language in the Privacy Policy Notice to permit the sharing of addresses for mailings
Collecting Privacy Policy, PAR-Q, Participant Liability Agreement & Pre-Survey: JotForm (HIPAA Compliant)

After session 0 and before session 1, **Provider** receives a secure JotForm link from IFA. The **Provider** emails the secure JotForm link to the participants who then:

- Read privacy policy and e-sign for acknowledging receipt of privacy policy
- Read and e-sign Participant Liability Agreement
- Complete PAR-Q (List questions but don’t collect responses to limit the amount of participant data shared, participants will indicate whether they answered yes to any questions and then be prompted to talk to their doctor)
- Complete pre survey

**Provider** will assign a contact person to assist participants with JotForm questions or to help with phone collection of other forms (process indicated in Appendix A).

Participant’s name will be entered into JotForm as the identifier to connect participant forms with their yourjuniper.org registration.

IFA receives participant electronic documents and **Program Developer** coordinates data entry. See data entry section for more detail.

**Pre-Class meet, greet, and prep**

**Program Developer** holds a 30-minute pre-class meeting with class leaders to practice using Zoom. Reference the “Juniper How to Join Juniper Virtual Classes via Zoom” document as needed.

**Session 0**

**Provider** facilitates Session 0 where participants and leader log into Zoom meeting with link provided through email. Leader provides an overview of Zoom commands, and test various features with participants. If concerns are identified in Session 0 where participant is experiencing difficulty with Zoom platform or with broadband access, **Provider** will troubleshoot with participant prior to Session 1. **Provider** will engage Program Developer as needed.

**Resources to learn more**

**SeniorPlanet.org: All Things Zoom**

A free, online, live forum specifically for seniors and older adults to learn the fundamentals of using Zoom. Providers may have participants attend this session prior to session zero to minimize technical assistance questions.

**7 Sources of Low-Cost Internet for Seniors**

In response to the coronavirus (COVID-19) outbreak, many Internet Service Providers (ISPs) have made updates to their low-cost internet service programs to help people stay connected to the internet during this challenging time. Check with providers to find out more.

**How to Become Tech Savvy Seniors in 10 Days**

Seniors in a digital world can be easily overwhelmed by all the new technology around us. We are surrounded by an array of digital devices, whether its smartphones, social media, tablets, banking machines, or laptops. There’s no avoiding it, so we should learn how to use all these technological
advances to make life easier. It's easy to become tech savvy seniors when you begin to learn more about the technology around you.

Session 1 – X

Program Developer acts as a technology facilitator for class leaders and class participants for each class session. This is a passive role whose primary purpose is to ensure the technology is working smoothly. Program Developer does not need to participate in all sessions if they are not needed to facilitate technology. Program Developer can set up the Zoom meeting to “enable join before host” to allow participants and class leaders to have the class without the Program Developer.

Leaders prepare for and lead each session in a format adapted for virtual learning. Leaders collect attendance for reporting and remind participants to complete class forms.

Important!
Prior to starting each session, the leader must confirm participants on the Zoom platform against the class roster. If there is anyone listening in or participating in the discussion who is not registered, the leader will remove them from the private Zoom meeting. The purpose of this is to only allow individuals who are registered for the course, and who complete Juniper privacy policy acknowledgements, to participate. This alleviates any concern of non-registered individuals accessing a private Zoom link and harassing or abusing registered participants.

Collection of participant sensitive information while class is in progress (Diabetes Prevention Program)

During Diabetes Prevention Program sessions, leader will reach out to participant via phone to capture the activities the individual completed for the week as well as their weights and other measurements.

Collecting Post Survey: JotForm

After the last session Provider emails JotForm link to the post-survey, provided by IFA, for the participant to complete post survey.

Provider will assign a contact person to assist participants with JotForm questions or to help with phone collection of other forms (process indicated in Appendix A).

Participant’s name will be entered into JotForm as the identifier to connect participant forms with their yourjuniper.org registration.

Data Entry

To minimize participant data exposure, IFA manages the JotForm surveys and links to the surveys, liability waiver, and privacy policy acknowledgement forms.

After participant completes the JotForm surveys, IFA will receive an alert and maintain incoming responses to surveys. IFA will share the specific class data, in a secure method, to Providers. Once Provider has access to the survey responses, Provider will enter (1) all participant pre & post survey data from the JotForm into yourjuniper.org on behalf of the provider, and (2) check the box indicating the participant received and acknowledged the privacy policy and liability waiver.
Provider will enter participant attendance and any pre-post-survey data that may have been gathered over the phone.

5: Evaluation
To measure the impact of virtual classes and their outcomes we will evaluate virtual classes using our current data gathering mechanisms to answer the following questions:

Access to Classes
- How many participants attend a virtual class? How full are the classes?
- What impact, if any, do virtual classes have on Juniper’s wait list?

Experience
- How satisfied are the Providers with the virtual class experience?
- How satisfied are the Participants with the virtual class experience?

Effectiveness
- How many participants complete a class?
- How do virtual class completion rates compare to in-person class completion rates?
- How do class outcomes compare with in-person classes?

6: Sustainability
The demand from Providers to implement virtual classes is uncertain. A primary concern for sustainability is access to HIPAA compliant Zoom. The current implementation model relies on a Program Developer to schedule and facilitate each class session. The volume of classes available virtually is therefore dependent on the Program Developer’s capacity. Should demand from Providers for virtual classes be high, Innovations for Aging will evaluate Zoom license options to determine whether Providers can have their own Zoom.

7: Dissemination

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
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<tbody>
<tr>
<td>April 13 – 20</td>
<td>• Eight piloting providers resume interrupted classes</td>
</tr>
<tr>
<td></td>
<td>• Five piloting providers offering new classes posted to Juniper website.</td>
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<tr>
<td></td>
<td>Schedule for May 6 or later</td>
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<tr>
<td></td>
<td>• Start recruiting for new classes in pilot</td>
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<tr>
<td>April 15 – May 5</td>
<td>• Statewide coordinated recruitment effort for new classes</td>
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<tr>
<td>May 6 and later</td>
<td>• New virtual classes start</td>
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<tr>
<td></td>
<td>• Evaluate lessons learned from resumed classes ending</td>
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<tr>
<td>May 25 – June 5</td>
<td>• Ongoing evaluation of virtual class implementation pilot. Review</td>
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<td>challenges and successes, process improvement, and communicate</td>
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<td></td>
<td>learnings through webinars</td>
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<td></td>
<td>• Disseminate virtual classes to broader Juniper network</td>
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About This Toolkit
This toolkit was produced by Innovations for Aging, LLC and the Juniper Network. Contributors from Juniper include Juniper program developers Rachel Von Ruden, Dave Fink, Sarah Shepherd, and Carol Bye; and Juniper network director, Sarah Blonigan.

The Juniper Virtual Class Implementation Toolkit was first published on 4/20/2020.