



# Welcome to Virtual RCO!

Enclosed is all the information you will need to begin participating in RCO's Virtual Services.

If you have any questions, contact David Vis,  
Lead Virtual Services Facilitator at  
[dvis@rockcountyopp.com](mailto:dvis@rockcountyopp.com) or 507-283-4582.



# Virtual Services in Enrichment and Employment

- Learning Intentions
- Success Criteria

**Vision:** Enhanced connections and accessibility between work and home leading to growing independence. Inclusive experiences to build confidence in being an integral part of communities where you can showcase all abilities that will be recognized and valued.

**Purpose:** The purpose of RCO Virtual Services is that it is individualized, connects home and work, and extends learning/services beyond the typical scheduled workday. It extends learning by creatively including life skills, routines, music, drama, and job skills with ample opportunities to practice.

**Principles:** Establish and maintain regular and effective contact with individuals through group and individual meetings while creating opportunities for person-centered learning.

**Beliefs:** We believe learning continues our whole lives and we believe that the individuals we serve have the freedom to learn what they want to learn. Enrichment through activities is also important for this process of lifelong learning.

Dear Families and Caregivers:

We are excited to offer virtual services! We see this as a valuable option, even as we begin to open up RCO for in-house services. This is a time that has caused all of us to experience increased stress and discomfort as well as increased awareness and openness to new possibilities. The benefits of virtual services are that it can extend beyond the workday and give everyone more time to practice new skills. It is also a way to extend connections and is a creative way to share life with each other in our natural setting: our homes and neighborhoods!

Learning that happens in our organization throughout the day is through collaborative work, small groups, and time for independent practice. With remote learning, the time is shortened due to the nature of concentrated screen time. Instead of all day, it would be about 1.75 hours in the morning and 1.75 hours in the afternoon. We will ease into this by helping you get set up with your laptop and practice using it before jumping into sessions.

In maintaining and reinforcing connections it is beneficial that you join daily group connection meetings and a one-on-one connection meeting through the Zoom platform. You can expect a calendar sent to you each week based on suggestions given by other attendees. If there is a topic you wish to learn about, please let us know and we will work it into the schedule. We will focus on one theme a week. All topics are welcome! Your opinion is crucial in choosing what we will learn about.

We are looking forward to joining you in a new way of learning, and a new way of being with your peers. This does not replace being with each other in person, but it is a meaningful extension of your time with us.

Let's learn and have fun,

David Vis

Lead Virtual Services Facilitator

Office: 507-283-4582

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# Virtual Service Checklist – Morning Sessions

1. First things first – make sure that you have a comfortable space to participate in. This could be a comfy chair, the kitchen table, or your own personal workspace at home. If you are not comfortable, it can be harder to concentrate and participate.
2. Next, check your e-mail!  
What is your e-mail address? \_\_\_\_\_  
What is your password? \_\_\_\_\_
3. Then, open the two e-mails from David Vis before 9 a.m. They will come from [dvis@rockcountyopp.com](mailto:dvis@rockcountyopp.com).
  - One of those e-mails is the planned schedule for the week. You can click on the attachment to see in advance what we will be doing.
  - The other e-mail from me will be a Zoom invite: click on the blue link under the words “Join Zoom Meeting”- this will take you to a “waiting room.” I will let you into the Zoom meeting when I arrive, and we will start our lesson or activity. **Keep these e-mails in your inbox ALL week long.** This is the easiest way to get connected with us via Zoom.
4. We will take a short break at 9:45 a.m. Before 10:00 a.m., open the Zoom invite e-mail again and click on the blue link under the words saying, “Join Zoom Meeting”. This will bring you back to the “waiting room” where I can let you in to our Zoom Meeting.
5. Have fun! Enjoy your time on Zoom communicating and learning with your peers!



# Virtual Service Checklist – Afternoon Sessions

1. First things first – make sure that you have a comfortable space to participate in. This could be a comfy chair, the kitchen table, or your own personal workspace at home. If you are not comfortable, it can be harder to concentrate and participate.
2. Next, check your e-mail!  
What is your e-mail address? \_\_\_\_\_  
What is your password? \_\_\_\_\_
3. Then, open the two e-mails from David Vis before 12 p.m. They will come from [dvis@rockcountyopp.com](mailto:dvis@rockcountyopp.com).
  - One of those e-mails is the planned schedule for the week. You can click on the attachment to see in advance what we will be doing.
  - The other e-mail from me will be a Zoom invite: click on the blue link under the words “Join Zoom Meeting”- this will take you to a “waiting room.” I will let you into the Zoom meeting when I arrive, and we will start our lesson or activity. **Keep these e-mails in your inbox ALL week long.** This is the easiest way to get connected with us via Zoom.
4. We will take a short break at 12:45 p.m. Before 1:00 p.m., open the Zoom invite e-mail again and click on the blue link under the words saying, “Join Zoom Meeting”. This will bring you back to the “waiting room” where I can let you in to our Zoom Meeting.
5. Have fun! Enjoy your time on Zoom communicating and learning with your peers!

## Rules and Expectations

- Come every day with a positive attitude.
- Every participant can share screen if they have something appropriate to the topic that they want to share.
- You will not be required to mute your mic. I want everyone to participate in group conversations. Just remember to be courteous and take turns speaking. Host may mute you if you have a lot of background noise, but you will be allowed to unmute when you wish to talk.
- Dress appropriately, or as you would if you were coming to RCO in person.
- Chat function will not be allowed.
- Ideas for future meetings are welcome and encouraged.
- Make sure you can hear. Headphones may be needed for devices that are quiet.
- Please use appropriate language and talk about appropriate subjects- just like you would at the RCO building.

## Sessions Offered

### Learning Intentions toward Career and Enrichment Path

Enrichment	Employment
Dance	Social Skills
Crafts	Behavior
Music	Hygiene (i.e. need clean clothes for work)
Drama	Working with Money
Games	Importance of showing up on time
Fishing	Dressing for work
Cooking	Safety in Pandemic
Nutrition	Folding Clothes for Retail Store
Exercise	Interview practice

## Skills to be Practiced

Listening	Individuals will work on being active listeners to help aid them in following directions, learning new or building on existing skills, as well as safety rules and procedures.
Verbal and Nonverbal Communication	Individuals will gain a broad understanding of how to best communicate both verbally and nonverbally by learning appropriate work behavior, appropriate work conversations, and exhibiting appropriate body language.
Learning Techniques	Individuals will work on utilizing the best learning technique to aid them in learning or improving on skills needed for employment.
Flexibility	Individuals will work on skills that promote how to best be flexible in work situations as well as in social scenarios.
Problem Solving	Individuals will work on resolving situations that may arise in the workplace or in social scenarios. How can I handle this myself, who and when should I ask for help, and how could this be avoided in the future?

<b>Decision Making</b>	Individuals will work on making decisions that are important to them as well as important for them in their day to day lives both socially, mentally, physically, and financially.
<b>Dealing with Conflict</b>	Individuals will work on best ways to deal with conflict both emotionally and physically utilizing real life and mock scenarios.
<b>Cooperation</b>	Individuals will show a willingness to work as a team player and cooperate in the appropriate way for different situations.
<b>Respect</b>	Individuals will demonstrate respect to themselves as well as others around them.
<b>Patience</b>	Individuals will show patience with others around them in all situations and work on best ways to stay patient.
<b>Work Ethic</b>	Individuals will demonstrate a willingness to learn through work training opportunities.
<b>Social and Emotional Behavior</b>	Individuals will demonstrate appropriate behavior both in social as well as emotion driven scenarios/situations.
<b>Social Skills</b>	Individuals will demonstrate appropriate social skills with peers, staff, employers, and the community.
<b>Making it to Work on Time</b>	Individuals will learn the importance of being punctual to work and other social settings.
<b>Following Break Schedules</b>	Individuals will follow set break and lunch times as would be expected to be followed at a job.
<b>Following Sick and Vacation Notifications</b>	Individuals will follow the procedure when requesting time off for vacation or illness.
<b>Able to Listen to Constructive Feedback</b>	Individuals will be able to actively listen to feedback from staff or others when needed to help improve learning with cleaning, social situations, physical needs, or with any other learning or training opportunities. Individuals will take this feedback and apply to aid in improving.
<b>Able to Follow and Demonstrate Appropriate Boundaries with Staff, Other Clients, Self, and Employers</b>	Individuals will maintain work appropriate conversation when communicating with others.
<b>Honesty</b>	Individuals will be able to demonstrate honest behavior by not stealing, borrowing, reading of others' information, not telling lies or fabricating situations, and showing accountability for their own actions.

### Weekly Schedule Includes:

1. Daily Group connection meeting.
2. Weekly 1:1 Connection meeting – Individual goals and feedback
3. Synchronous Learning – Live or real time teaching videos from staff (learning intentions and success criteria).
4. Asynchronous Learning – Virtual learning that is not real time interaction – time to practice skills independently (learning intentions and success criteria) and using critical thinking skills related to topics and themes we have learned about.
5. Social Emotional Learning – welcome routines, engaging activities, optimistic closure.
6. Weekly/Monthly theme that brings in discussions, videos, art, etc.
7. More about depth than quantity and driving your own learning.

### Emotional Learning Practices

Welcome Routines	Engaging Practices	Optimistic Closure
Everyone will be greeted with warmth and positivity.	Individuals will be given multiple opportunities to respond to topics.	The facilitator will give a short summary to wrap up what we have learned.
We will review agreed upon norms and expectations.	We will use attendee story strengths and unique experiences.	Praise from peers and facilitator will be encouraged at the end of the day.
We will review routines and schedule for the day.	We will give attendees opportunities for leadership.	We will have a short reflection time.
We will lead and encourage individuals to lead enriching and meaningful activities.	Prompts and reinforcers will be used to encourage participation.	We will collect feedback on what was helpful or interesting.
We will encourage a respectful welcome from the group for every attendee.	Individuals will receive verbal praise from facilitators and other attendees.	Individuals will lead or co-lead mindfulness activities by taking what we learned and using it in real world situations.

## Tracking Progress

Name	Individual Goal (Strengths, Needs)	Satisfaction Survey (participants, guardians, staff)	Participation *Activities *Group Connection Meeting *1:1 Connection Meeting	Progress
Example: John Doe	Example: John will learn the skills needed to write his own resume.	Example: Survey shows that John needs more skills training from the facilitator.	Example: 1:1 Connection Meeting	Example: John is halfway done with his resume.
Example: Jane Doe	Example: Jane will learn the leadership skills needed to teach a sewing class.	Example: Survey shows that Jane needs more leadership coaching from facilitator.	Example: Activities, and 1:1 Connection Meeting	Example: Jane does well teaching in a small sewing class, but still struggles with large groups.
Example: Mark Doe	Example: Mark will participate in 5 group meetings a week.	Example: Survey shows that Mark would like more input as to what the group meetings topics are.	Example: 1:1 Group Connection Meeting	Example: Mark has been coming to 3 group meetings a week.

## Virtual Service FAQ

**Q:** How do I join Virtual Services?

**A:** First give your e-mail to Dave. His e-mail address is [dvis@rockcountyopp.com](mailto:dvis@rockcountyopp.com). He will send you a Zoom link via e-mail that you can use Monday- Friday for that week. Open that e-mail and click on the join Zoom meeting link. It should show up in a **blue font** that you can click on. After Friday's last meeting you can delete that e-mail, and Dave will send you another e-mail for the next week's Zoom meeting.

**Q:** I opened the e-mail and clicked on the link. Now it is asking me to download Zoom. What should I do?

**A:** The first time you join Virtual Services you will have to download Zoom. It does not take long. Just follow the step-by-step instructions.

**Q:** Do I want to join with video and audio?

**A:** Yes, you do. This will allow us to see and hear you and allow you to see and hear us. You can always mute yourself or turn off your video if you require privacy after the meeting starts.

**Q:** I cannot see anybody but myself. Did I do something wrong?

**A:** You more than likely did not do anything wrong. When you join a Zoom meeting it puts you into what is called a "waiting room." The facilitator will admit you to the meeting from the waiting room, after he/she logs on and is ready for everyone to join. If this continues for a very long time (it is 9:05 AM, and the meeting was supposed to start at 9:00 AM) try closing completely out of Zoom and clicking the link again. If the problem persists, you may have clicked the wrong link. Make sure you are opening the e-mail for this week, and not the previous week. If that does not help, call RCO at 507-283-4582, and we will try to walk you through it, and hopefully solve the problem.

**Q:** I click the link, and it is not doing anything. Now what do I do?

**A:** You may have lost internet connection. Try restarting your computer. If the problem persists, try unplugging your internet router for a few minutes. Plug it back in, wait a few more minutes, and try again.

**Q:** I am in the meeting, but I cannot hear anybody! What can I do?

**A:** Make sure that your device (laptop, tablet, etc.) has the volume turned up. Some devices are quieter than others, so it is a good idea to have a pair of headphones, ear buds, or external speakers handy if you have a quieter device.

**Q:** I can see everybody, but they are freezing up, and their voices are cutting in and out! What is going on?

**A:** You are probably experiencing a problem with your internet connection. Try restarting your computer, then rejoin the meeting. If the problem persists try unplugging your internet router for a few minutes, plug it back in, then wait a few more minutes before rejoining the meeting.

**Q:** How can I join virtual services if I do not have a tablet or laptop?

**A:** RCO has laptops available for you to borrow! Call RCO at 507-283-4582 and request to borrow a laptop today!