



SOUTH LONDON CARES



Virtual Social Clubs

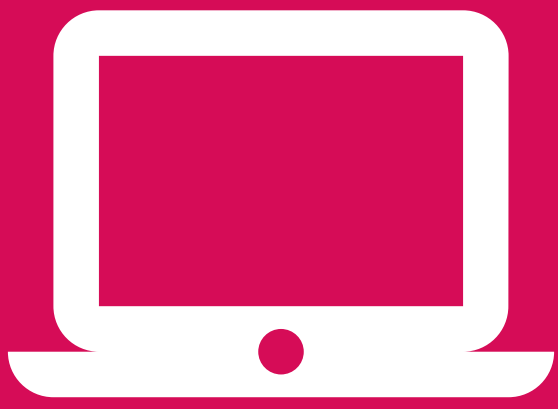
South London Cares is a local charity working across Southwark and Lambeth. We bring younger and older neighbours together, so that everyone feels better connected.

We do this because London can be an isolating place for many people. Our city is one that changes rapidly and we want to make sure everyone feels part of this brilliant capital, not left behind by it.

Usually, we run face-to-face social clubs across Southwark and Lambeth, however we've reinvented our programmes for these extraordinary times by taking our social clubs programme online.

Although there's nothing quite like having a chat over a pint in the pub we hope you'll enjoy trying new things, meeting new people, great conversation and last but not least, lots of laughter; albeit virtually.





How it works

There are two ways of taking part in Virtual Social Clubs from home:

1. **Take part using a computer, tablet or a smartphone with an internet connection.** If you've got access to the internet at home, we can help you get set up. Please call us on 0207 118 0404 (option 1) and we'll walk you through it.
2. **Take part by dialling in using a phone.** If you've got a landline or a mobile phone, you can join some of our clubs by just calling in. These clubs are marked with a phone symbol in the programme, with instructions of how to join. The number is a free-phone number so won't charge you. If you're planning to dial-in you must book in advance by calling us on 0207 118 04 04 (option 1).

Phone-in tips



1. **Mute/unmute yourself:** by pressing *6 on your keypad.
2. **Raise your hand:** by pressing *9 on your keypad to get the hosts attention.

What to expect

- We'll send you the list of social clubs monthly, either by post or email, whichever you prefer. The programme will include all the details on how to access the virtual clubs.
- All of our clubs are different sizes, from big Dance Parties with over 50 people, to smaller, more intimate clubs like Creative Writing with under 10. We like to think there's something for everyone in our social clubs programme, so feel free to try as many as you'd like and find the right fit for you.
- Often, we'll take a snapshot of the club to post on social media to showcase our work to funders and encourage more people to get involved. If you'd prefer not to be in the photo or video, not a problem - let us know and we'll turn your camera off beforehand.
- We welcome feedback or ideas for new clubs, or perhaps you'd even like to run one. Drop us an email or give us a call on 0207 118 04 04 to chat to a member of staff.
- If you're at a club and you're new, please let us know your full name so we can take a register of everyone who's attended.
- If you're having technical difficulties during the club, please call 0207 118 04 04 (option 1) and if someone's available they'll be able to help you. We can also support people to get set-up on Zoom, or develop their confidence using the platform. If you, or anyone you know, could benefit from this - don't hesitate to get in touch.

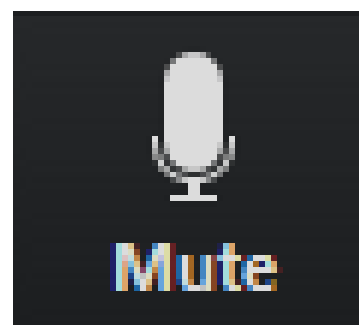




Zoom Camera - Tips

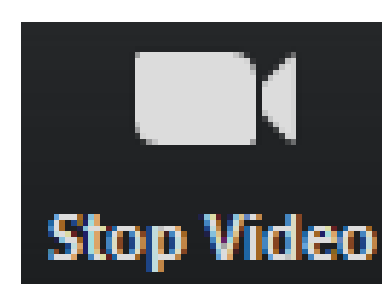
1. MUTING YOUR MICROPHONE

The host may mute your microphone when someone else is speaking, this is to limit background noise - so please don't be offended. You can also toggle your own microphone, if for example: you're taking a call, by clicking/tapping this symbol:



2. TURNING YOUR CAMERA ON/OFF

It may seem obvious, but if your camera is on, we will be able to see you - so if you're doing something that you'd rather everyone didn't see or you just don't fancy being on camera; be sure to 'stop video' beforehand by tapping/clicking this symbol:

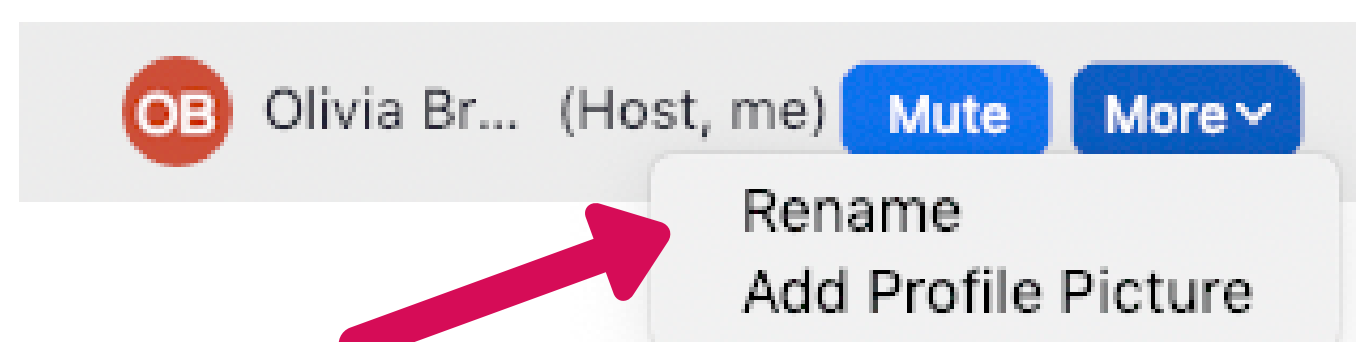


3. RENAMING YOURSELF

When you join a Zoom club, be sure to just use your first name, you can change this in the box below the Meeting ID (before you enter) OR by clicking the '**participants**' button and then '**more**' next to your name:

Meeting ID or Personal Link Name

Your Name ←

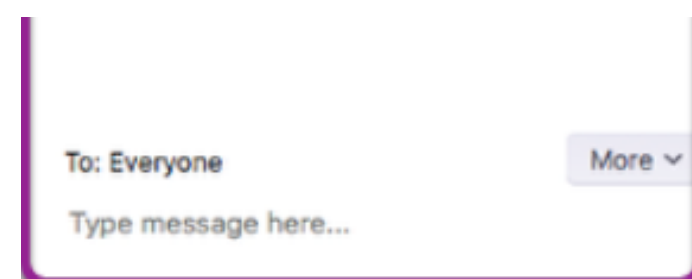
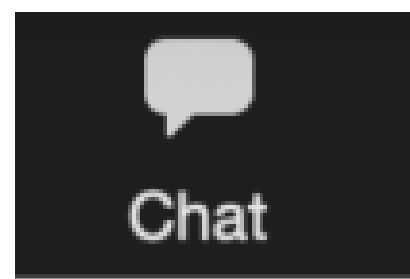




Zoom Camera - Tips

4. SENDING A CHAT MESSAGE

During the club you can send an electronic chat message by clicking '**chat**' in the meeting controls, this will open the chatbox. You can **type a message** into the chatbox and **press enter** to send a message to everyone in the group.



5. DIAL-INS VIA PHONE

Some people will be dialling into Zoom via phone, if someone has dialled in, you'll see an image like the one below instead of a video. They'll be able to hear, but not see everyone. Please be mindful that they won't have the visual cues that you do!



6. CAMERA POSITION

The best camera position is at eye level - if you're using a phone or ipad, try putting the device on a steady surface and propping it up with books or magazines to get your device at the right height.



What we expect from you

We have a few simple rules at our social clubs, to ensure everyone has the best time possible :

- Treat everyone with respect and kindness, including staff.
- Be welcoming to new people as well as old friends. We welcome younger and older neighbours from all walks of life, no matter their race, ethnicity, religion or sexual orientation.
- Don't share contact details with volunteers. We ask you to keep friendships within the clubs for safeguarding purposes, as neither they or you have had DBS check (police checks). If you've got on with someone really well, why not ask them which club they'll be at next or let them know which ones you'll be at?
- In the unlikely event that something has upset you or made you feel uncomfortable, please share any concerns with the member of staff straight after the club, so we can resolve the issue as soon as possible.
- Please don't share the Virtual Social Club details with anyone else for security reasons. We'd love you to encourage your friends to come to social clubs, but please firstly check they're aged 65 or over (due to funding restrictions we can't welcome people under 65 unless they're a carer or volunteer) and then ask them to call us on 0207 118 04 04 and we'll get them set-up to receive the monthly programme.

Thank you!

We look forward to seeing you soon.

