

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

Program	Virtual Model	Virtual Options
Tai Ji Quan: Moving for Better Balance	Allowable	Secure video conference
Living Well with Chronic Pain	Allowable	Secure video conference
Living Well with Diabetes	Allowable	Secure video conference
Diabetes Prevention Program	Allowable	Secure video conference
SAIL	Allowable	Secure video conference
Living Well with Chronic Conditions	Allowable	Secure video conference or Toolkit with teleconference
Arthritis Foundation Exercise Program	Unknown	Unknown
A Matter of Balance	Not allowable	N/A
Stepping On	Not allowable	N/A

3: Role Definitions

Provider/Service Delivery Organization

- Review and execute provider contract amendment which captures new deliverables for provider and Agency related to virtual class offerings
- Work closely with Program Developer to schedule virtual Juniper workshop 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

- Schedule and facilitate Zoom meetings
- 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

- 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 connection 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 leaders should

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 with participants and class leaders. 1 week prior to the pre-class session. Email includes:

- Tips for getting started and using Zoom
(<https://senate.universityofcalifornia.edu/files/resources/zoom-instructions.pdf>)
- **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 proving the Provider holds a Zoom HIPAA compliant license and confirming the Provider will use the HIPAA secure Zoom meeting space for their 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)

Before the first session **IFA** emails JotForm link with forms to the Provider, the **Provider** emails the JotForm link to the participants who:

- 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.

Pre-Class meet, greet, and prep

Program Developer holds a 30-minute pre-class meeting with class leaders to practice using Zoom. Immediately following or scheduled at a later date is a 30-minute pre-class meeting for participants to

practice logging into Zoom. Talk through with participants what they can do if they lose their Zoom connection during the call.

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.

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.

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.

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.

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 **IFA** emails JotForm link with post survey to the Provider, **Provider** emails JotForm link 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** will temporarily 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 to enter participant attendance and any pre/post survey data that might 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 to 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

Date	Activity	Responsible Person	Due Date
March 31 – April 3	<ul style="list-style-type: none"> • Finalize and approve proposed plan/process • Find dates/times for Zoom trainings for class leaders and SDOs- separate trainings for resuming classes and new classes. • Ensure 10 piloted SDOs/class leaders are set up for virtual classes. Communicate zoom training dates that are mandatory. 	<p>Juniper Network Director and VP of Strategy and Operations</p> <p>Juniper Virtual Class workgroup</p> <p>PDs who have relationship with SDO.</p>	<p>04/01/2020</p> <p>04/03/2020</p>

	<ul style="list-style-type: none"> • Draft contract amendments for new class offering 	Juniper Network Director	04/03/2020
April 6-10	<ul style="list-style-type: none"> • Create step-by-step implementation guide for unique programs • Hold two Zoom trainings: one for resuming classes, one for new classes • Send amended contracts to piloted SDOs offering new classes • Send email communication to the broader Juniper Network SDOs regarding the pilot • Testing JotForm for surveys 	Juniper Virtual Class workgroup Juniper Network Director Juniper Network Director	04/10/2020 04/10/2020 04/10/2020
April 13-20	<ul style="list-style-type: none"> • Resume interrupted classes- launch this week • New classes posted to Juniper website. Schedule for May 6 or later. • Start recruiting for new classes in pilot • PDs reach out to every contracted 2020 SDO in their region to check in and determine how Juniper can support 	Piloted Providers and Class Leaders Marketing, Program Developers, Wellness Engagement Center, Providers	04/17/2020 04/15/2020 04/30/2020
April 15 – May 5	<ul style="list-style-type: none"> • Recruiting for newly scheduled classes 	Marketing, Program Developers, Wellness Engagement Center, Providers	05/05/2020
May 6 and later	<ul style="list-style-type: none"> • New virtual classes start • Evaluate lessons learned from resumed classes ending 	Program Developers and Providers	
June	<ul style="list-style-type: none"> • Ongoing evaluation and process improvement, communicate, and disseminate virtual classes to broader Juniper network 	Juniper Network Director	June/July

Appendix A: Solutions for forms administration and collection

Mail

- Before first session:
 - Mail privacy policy & acknowledgement, PAR-Q, participant liability agreement and pre survey to participant to complete.
 - Include pre-paid return envelope for participant to use when mailing back signed acknowledgement, participant liability agreement and pre survey.
- After last session:
 - Mail post survey with a pre-paid envelope for return.

Pros	Cons	Questions
<ul style="list-style-type: none"> • Secure 	<ul style="list-style-type: none"> • Uncertainty around access to mailing resources due to building closures • Low response rate • Risk of spreading COVID-19 • Time intensive • Expensive 	<ul style="list-style-type: none"> • Who pay for the mailing and return envelopes? • Who manages the mailing and form collection?

Phone

- Either through after registering someone over the phone, or as a follow-up call after a self-registration:
 - Tennessee warning
 - Privacy Policy: read to participant and confirm receipt
 - Add language in Privacy Policy to cover liability in lieu of participant liability agreement.
 - Read PAR-Q to participant and document response on PAR-Q form
 - Pre-survey: read to participant and document responses in yourjuniper.org
- After last session call participant:
 - Post- survey: read to participant and document responses in yourjuniper.org

Pros	Cons	Questions
<ul style="list-style-type: none"> • Secure • Person to person • No risk of spreading COVID-19 	<ul style="list-style-type: none"> • Participant response to answering survey and PAR-Q questions over the phone is uncertain • Time intensive 	<ul style="list-style-type: none"> • Who holds the responsibility for calling and collecting information? WEC? Provider? Leader? • If WEC does the calls, are we setting a long-term precedent? • Is reading the privacy policy/PAR-Q enough under HIPAA to cover our liability?

Secure Email

- Identify an IFA email address that will solely be used to email and receive participant forms.
- Before the first session email:
 - Email fillable PDF form of Privacy Policy, PAR-Q, Participant Liability Agreement and pre-survey for participant to complete and e-sign before email to IFA
- After last session:
 - Email fillable PDF form of post-survey for participant to complete and email to IFA

Pros	Cons	Questions
<ul style="list-style-type: none"> • Time efficient • No risk of spreading COVID-19 	<ul style="list-style-type: none"> • Navigating the receipt of emails through encryption, may be challenging for participants • Lower response rate • PDF e-signature is not intuitive 	

JotForm – HIPAA Compliant

- Before the first session email JotForm for the participant to:
 - Read privacy policy and electronically sign for privacy policy acknowledgement
 - Read and e-sign Participant Liability Agreement
 - Complete PAR-Q
 - Read through questions (don't collect responses, participants will indicate whether they answered yes to any questions and then be prompted to talk to their doctor)
 - Complete pre survey
- After the last session email JotForm link for the participant to:
 - Complete post survey
- Data Entry: IFA staff (WEC?) to enter pre-post surveys entered into JotForm, unless we can connect JotForm with Juniper platform. SDOs to enter attendance.

Pros	Cons	Questions
<ul style="list-style-type: none"> • User friendly • Time efficient • HIPAA secure • Easy collection of acknowledgements • Mobile/Tablet/Computer format capability • No risk of spreading COVID-19 	<ul style="list-style-type: none"> • Uncertain response rate 	<ul style="list-style-type: none"> • Cost? • Who will enter JotForm data into Juniper? • Connect with Juniper platform? How complicated is it to connect JotForm?

Appendix B: Other options for exercise and activity

Go4Live from the National Institute of Healthy Aging- <https://go4life.nia.nih.gov/>

Move your way from the Office of Disease Prevention and Health Promotion- <https://health.gov/moveyourway>

Juniper social connect found at yourjuniper.org. This is a half-an-hour virtual meeting space. This is not an evidence-based health promotion program. Just a social virtual space where participants can interact live with other peers. The format is as follows:

1. 15 minutes social connection lead by a Juniper program developer
2. 15 minutes light movement activity lead by a Juniper program developer credentialed in TJQMBB or MOB.

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.

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