

Guidelines and Resources for 24/7 Zoom room facilitators

Thank you very much for volunteering your time to support and help for the helpers involved in the Maui wildfires. This is a living document - we're learning as we go and changing to meet our community's needs rather than expecting them to bend to ours.

CURRENT ZOOM HOST PASSWORD CLICK [HERE](#).

A few things to keep in mind during your shift(s):

BACKGROUND / EXPECTATIONS

- We created this space recognizing a need for sharing space and coming together for our *helpers* in the community without taxing the very limited resources currently available.
- The focus is on inclusivity as the definition of *helper* varies greatly, especially in this time of disaster. You may see nurses, therapists, veterinarians, or simply neighbors drop in. We welcome all.
- If you are facilitating, please change your zoom name to reflect your role (e.g., [your name] volunteer OR [your name] facilitator.)
- Remember this room is intended for support, NOT therapy (e.g., similar to mutual support spaces, NOT GROUP THERAPY). Please inform/remind *helpers* when they arrive.
 - Suggested wording when a new person joins: *"Hi welcome! We're so glad you're here with us today. We want to remind you that we're here for support. If you need immediate services or a referral to a licensed therapist, we can provide some resources."*
- You do not need to have a license in a helping profession to be a facilitator in this room, however, experience and/or training with **Psychological First Aid** is strongly recommended.
- **Culturally informed support is critical! Please do not make assumptions**
 - To help set the tone for the room, please select one of the facilitators to copy and paste the Inclusivity Statement (below) into the Zoom chat at least 2x during your shift.
- If you have any concerns about volunteering in this capacity, please check with your liability insurance carrier to discuss ways to mitigate your professional risk.
- Please try to arrive a few minutes early for your scheduled shift, to ease the transition for the facilitators already in the room.
- If you don't have any helpers arrive right away, feel free to chat with your co-facilitator(s). Provide support for one another! However, if someone comes, please focus on their needs.
- As this is a space for those impacted by the Maui wildfires, please prioritize the needs of those in Hawai'i when talking and sharing. We are so grateful to our colleagues from the

continent, and want to make sure we are caring for our helpers responding directly to the event.

Inclusivity Statement

Please post the following language into the Zoom room chat at least 2x during your shift, to help set the tone for anyone joining. Please also review it so you are familiar with the guidelines as well.

- *We are committed to providing inclusive support to all individuals. We work to foster a culture of inclusivity, respect, and acceptance. Please be mindful that there may be individuals who hold different political, religious, and ideological beliefs than you may have. We provide a welcoming space for all individuals, where people can openly and respectfully express their views, particularly if it helps others to hear how you are coping during this time. In order to preserve this culture of respect, we do ask that individuals refrain from imposing their own personal worldviews on others. We realize that the topics that are discussed are of a delicate nature. Please be sensitive to this, in order to avoid unintentionally upsetting anyone in the meeting who is seeking a nonjudgmental space that is filled with aloha.*

Volunteer Shift Reminder (if you did not receive via email)

Thank you for volunteering for a shift in the 24/7 Support for Helpers zoom room.
PLEASE READ THIS EMAIL IN ITS ENTIRETY BEFORE YOUR SHIFT!

Here is important information:

Zoom Meeting 88263804569 Password: 12345

Please review the **volunteer guidelines and resources** (before your shift) at:

<https://docs.google.com/document/d/14Qv4b5d3gFPhP7jPxuNsJGr8OxFZ0zk1QxZ8G6LbLf4/edit?usp=sharing>

A few key things to remember before your shift:

1. Approach the shift as if you were staffing a table at a community center in a gym or other public space. There may or may not be participants who join.
 - a. If no one joins: feel free to work on other things, chat with your co-facilitators, or engage in learning about Maui and Hawai'i (more resources are in the [Facilitator Guidelines](#)). Knowing you are there is helpful to those on the ground!
 - b. If a few people join: feel free to use your judgment about how to provide support. Maybe one or two of you chat with the helper, maybe everyone, just depends.
 - c. If it feels like three (or more!) is a crowd, please offer to sign off and ask co-facilitators to text/email you if more need arises. Again - think of this as talk story around a table. We don't want to be intimidating to join!
 - d. Please do not leave a single volunteer alone (unless unavoidable). The reason for no break out rooms is that could give the appearance of therapy or a professional relationship. In this space, we are all just peers and colleagues and supports for our community.
2. If you have "zoom bombers" or there is inappropriate behavior, please feel empowered to ask those individuals to leave the room.
 - a. Please be respectful of differences while facilitating. This is a welcoming space and while we welcome everyone to openly express their own views, we ask that volunteers refrain from imposing their own personal worldviews on others, in order to keep the room a non judgmental space filled with aloha.
 - b. When you enter the room, please change your zoom name to [your name] volunteer, so newcomers know your role.
3. Please select one facilitator on your shift to copy/paste the legal and cultural humility wording (found in the facilitator guidelines) into the Zoom Room chat when a new individual joins.
4. After your shift, select one facilitator to complete the feedback form at <https://forms.gle/MhyouH1wVxemjUT36>

For additional questions, please contact our Admin team at mauikokua@gmail.com

Mahalo nui loa (thank you very much) for your time, dedication, and support of our 'ohana in Hawai'i.

RESOURCES:

- If someone is in crisis, [here](#) are some immediate resources.
- If someone is in acute distress, please have them contact 911 or 988.
- For additional support and resources, [here](#) is a comprehensive list of resources currently available.
 - For you, additional resources on how to help first responders can be found here: https://drive.google.com/drive/u/0/folders/1kTJmRLYA_Gy0rxfQYPJxb_X5Fh7KpPke
 - A sample trauma therapist list can be found [here](#).
 - For self-care resources, acupuncture referrals, and Native Hawaiian healers, please see [this](#) resource list.
- [Here](#) is a link to a blog with updates on help and resources for Maui.
- As of now, we are not sure how much the service will be utilized, and wifi is still spotty on Maui so folks may be joining as they are able.
- If no one comes into the room during your shift, feel free to chat with your co-facilitator and support one another.
 - We can share resources if you'd like to spend the time learning about the history of Lāhainā and the culture of Hawai'i. Resources specific to the Maui Wildfires are COMING SOON. Until then...
 - [Here](#) is a recording of the Hawai'i trauma-informed task force meeting. View from 31:43 for the 1st presentation and from 1:03:29 for the 2nd presentation:
 - 1. Historical, Social, & Cultural Determinants of Mental Health for Native Hawaiians by Keawe'aimoku Kaholokula, Ph.D.
 - 2. Implicit Bias and Care by Andrea Hermosura, PhD; Rebecca Delafield, PhD
 - Here are two journal articles ([1](#)) and ([2](#)) and a wonderful [book](#) (if you would like further study) about Native Hawaiian healing practices. MORE RESOURCES AND TRAINING COMING SOON.
 - [Videos](#) are available through the AANHPI 'Ohana Center of Excellence. The AANHPI 'Ohana Center of Excellence is your source for empowerment, education, and support for individuals seeking behavioral healthcare, including mental health and substance use resources. We

center (w)holistic and cultural approaches to serving the needs of the Asian American, Native Hawaiian, and Pacific Islander communities.

- If you'd like to read more about resources for supporting others during a disaster, this [folder](#) has many helpful resources.
- If someone drops in, please focus on that person's needs.
- Please wait until at least one facilitator from the next shift arrives before leaving.
- If someone arrives in the room towards the end of your shift (less than 15 min left, or use your judgment) ask them if they'd like to talk to you or wait until the next shift begins. **Do not feel you need to remain over your shift because someone arrived later in your hour.** Keep to your shifts!
- When you sign off, please choose at least one facilitator to complete this feedback form, and complete ASAP: <https://forms.gle/ShKdX3bfF62JepGG9> (*if more than one facilitator completes it, each should enter the total facilitators and helpers for the hour*)
 - Any urgent feedback can be sent to kokuamaui@gmail.com (this isn't monitored 24/7 but we have a few volunteers monitoring it most of the time and delegating tasks that come in.
 - Individual comments/questions can be sent to Diane via email dr.dlogan@gmail.com or text 808-785-5443