

Virtual Consumer Advisory Board (CAB) Meeting Guidelines

May 2020



During the COVID-19 pandemic, it is important for CABs to continue to meet to assist their health centers in informing consumers of important health information and ensuring continuity of services for all consumers. Here are recommendations to help CABs to conduct virtual meetings.

Setting up the Meeting

- Contact staff liaison about the desire for a meeting and discuss options for the call.
 - Conference call
 - Video call (Google Hangouts, Facebook Messenger, Zoom)
 - [Zoom meetings](#) can do both video and audio
- Hold the meeting on the same day and at the same time as your usual meeting.
- Reach out to all contacts on your roster (CAB members and guests) using their preferred method of communication (i.e. text, call, email).
 - Let members know about the intent to hold a meeting so they reserve the time
 - Send the information for the meeting in their preferred manner (i.e. email the video link or text the conference line number)
 - Make sure to include the agenda and the previous meeting minutes with the invitation
 - Check with CAB members to make sure they have the meeting information
- Before the meeting, go through group agreements and discuss any additional agreements to add.
 - Put your phone on silent
 - State your name when you speak, so people know who is speaking
 - Don't speak over each other
- Begin meeting with wellness check (asking members how they are feeling and what support they need) and update on health center services.
 - Find out how the CAB can support the organization and community
 - Ask if the group would like to share their contact information so members can check on each other
 - Share local and [national resources](#)

Tips for Overcoming Challenges

- Many companies are providing additional or discounted services during Coronavirus to ensure access to phone and internet.
 - Phones: Verizon, Boost, Sprint are providing additional free minutes
 - Internet
 - 20G extra data available for those with hotspot capacity (Metro, Boost, Sprint)
 - [Comcast](#) is providing 60 days of free service for new customers
 - [AT&T Access](#) and [Lifeline](#) are continuing to provide discounted internet for those on SNAP
- During this time, having open communication between the health center and consumers on the ground is more important than ever. Consumers need the correct information and the health center needs to understand the needs and experience on the ground. Ensure CAB meetings continue to be open to all consumers.
 - Send the meeting invitation to everyone who has attended a CAB meeting in the past
 - CAB members should pass along the information to consumers they know
 - Create flyers and share with staff to pass along to clients
 - Promote the meeting on social media
 - Invite all executive leadership to provide information and support