

## **Guidelines for a Video Conference with sponsored children from the convenience of your home or workplace.**

### Call Setup:

Thanks for sponsoring one of our kids in Tanzania and for taking the time to video conference. We are hopeful that it will be a good experience for you, for your child, and possibly his/her family. Your zoom call has been set up. You should have received an initial confirmation of the call including the link that you will use to establish your call. This same link is in the reminder email that you should also receive today.

Before receiving your call please review the following:

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### Actual Call

You will have a designated time slot to join the Zoom call – generally in a 30 minute window. This allows time for connection problems or miscommunications. Your actual call will likely last from 10-15 minutes. Following are some guidelines for you to use.

- Select a room where there is not bright sunlight behind you which might darken your features. Have a background that is simple and not filled with things that would distract or give the appearance of our wealth. Remember, they may live in a Maasai hut – or a one room block house with no wall decorations, so keep the background simple if possible.
- Speak slowly and distinctly, leaving time for a reply. (there will likely be some delay in the transmission.) If there is more than one of you on the call speak one at a time, and limit any background noise or interruptions.
- Limit movement in view of the camera as it sometimes creates distortion.
- Introduce yourself and your family members who are participating.
- Prior to the call think through some questions that you would like to ask to get to know your child and his/her family better. Write them down so that you will have them handy.
- Speak slowly and simply, using open ended questions. For example “What do you do after school each day?” What is your favorite subject in school? Why? What is your favorite game? Why? How many brothers or sisters do you have? What are their names? Who are the other family members that live with you? What is your favorite food? How is it prepared? Tell me about how you celebrate Easter, or Christmas or special days. etc If you have one of your child’s letters you might show them you have it and it is meaningful to you.
- Leave time and give opportunity for the child or family if they are there, to ask questions. It is doubtful that the parents will have command of English and may need to use an interpreter. Younger children will likely need a translator also. Although they are learning English our different accents can also be confusing. One of our social workers or teachers will be online to assist.

- Your child most likely will tell you his/her favorite Bible verse and the younger ones may sing a song to you. You or your child might have a favorite song to sing in return, or Bible verse that is meaningful to you. Freely share why your verse is your favorite.
- You might ask the child to teach you some Swahili. Show that you can learn from them.
- When it is nearing your scheduled time, log in to zoom by clicking the link provided. Try to log in 5 minutes before your scheduled time and wait for TZ to join you.
- Terminate the Call if it begins to drag or you approach the 15 minute time limit. (more time may be available if you have multiple children) You might conclude by praying for your child and his/her family.

If the call gets started but you run into difficulties, or the call gets dropped, please try to keep the connection up and watch your email or messages for contact attempts from TZ. You might also try to alert me at 678-358-3918 or call Louis Strydom at 678-595-0269 .

Please let me know if you have any questions by calling 678-358-3918. Once the call is complete you will receive an invitation to provide feedback that will help improve the experience and our processes. Enjoy your video call.

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