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***Guidance for Advocates using Gruveo to support survivors during the Covid-19 pandemic***

**Obtain informed consent to use Gruveo**

1. Start by having a phone call with a client/survivor to explain how Gruveo works and obtain consent before using Gruveo with that individual. Utilize attached talking points document (if it’s helpful) and work with them to obtain their signed consent form.
2. You can email the informed consent page to the survivor for review; the client can then reply to the email indicating their consent or sign the form and send it back to you (to have a paper trail).
3. You can also use <https://www.hellosign.com/> or <https://www.digisigner.com/free-electronic-signature/esign-document> to obtain the signature electronically. There is a cost to use hello-sign, so check if your center has a subscription before using it. A signed informed consent form protects you and the survivor/client.

**Prepare your space for the conversation**

1. Assess the space you will use to conduct the meeting with the survivor/client for comfort, confidentiality and minimal noise disruption or risk of being overheard by another person. Make adjustments to the space as necessary. This may include closing doors orusing a sound machine or a white noise app. Apps for different systems can be found in the Google and Apple stores for $.99 to $2.49. There are also free apps for white noise, including *White Noise Lite*, *Relaxio White Noise Generator*, and *White Noise Baby*.
2. The use of noise cancelling headphones, if available, would also be a great option for increasing confidentiality of the Gruveo call.

**Setting up a call with the survivor**:

1. If the survivor/client consents to the use of Gruveo for support, schedule a time to meet with them. You will need to do this scheduling by email or phone as you cannot do it in Gruveo; you cannot set up and send a prescheduled link as you can with Zoom.
2. At the time you have scheduled, send the survivor the link to the Gruveo call room. Call rooms let you schedule one-time, disposable conversations. A user who has a room link cannot call you directly, just join the room. You have to join the same room for the call to be established. You can create unlimited call rooms with your subscription.

**!CAUTION!**: *Do NOT use a direct Gruveo link. A direct Gruveo link works just like a phone number. Anyone clicking it gives you a call, which you can answer or decline. The disadvantage is that, like with a phone number, the person who has your link can call you any time they wish.*

1. Check in with the survivor/client as you begin the Gruveo call to assess the confidentiality in their space. Remember that having someone in the room with them or with you breaks the privilege you have as an advocate and will make any information they share with you discoverable in court. If you have concerns about their set up, express your concerns and work with the survivor/client to address them.
2. When the call has concluded, make sure you end the meeting for all.