



Your questions answered

Accessible Summary

Stroke
Association

Finding **strength** through **support**



What is Zoom?

Zoom is what we use to hold our **online sessions**.

Zoom allows you to **communicate** with other people through **video calling**.

We use Zoom for our sessions so we can all **see** each other **on** our **screens**.

We have aphasia-friendly **information** about how to use Zoom. [Read our aphasia friendly guide about Zoom.](#)



How do I use Zoom?

You do **not need** to have **experience** with Zoom.

To use Zoom, you will need a **device** that connects to the **internet**.

This could be:

- A computer.
- Laptop.
- Tablet.
- Smart phone.

We recommend that you **install** the **app** on your device.

We can **help** you to **set** it **up**.



I have signed up, but I am worried about joining the sessions.

There are many ways **we** can **help** with this.

- You will get a **welcome email** when you have registered. There is a **short video** you can watch. Anna from our friendly Online Activities team lets you know what to expect after signing up.
- We also **recommend** you join our **welcome session**. You get to **meet** the Online Activities **team** and other people who have recently signed up.
- **You** will automatically **get** an **invitation** to join this session.
- Do not worry if you **cannot** make this session. Let us know and we can arrange for **you** to **come** along on **another day** which is better for you.
- Do **not worry** if you forget how Zoom works. **We** start our sessions with a reminder of the controls to **help** you get the best out of each session.
- You can also **email** the **team** if you need **help**.
online.activities@stroke.org.uk



I have communication needs.

We have lots of ways **we** can **support you** if you have difficulty.

Please also let us know when you **fill** out your **form** if:

- You have problems with your **speech**.
- English is your second **language**.
- You have **hearing** or **sight** impairments.
- You struggle with **attention** and **concentration**.

This will **help us** to know how we can best **support you**.

Depending on your needs **we** can use the controls on Zoom or give you direct **support** during the **session**.

If we think you might need more support, we will contact you and work with you to see how **we** can **support you** to get the most out of the sessions.

If you would like more support, please **email us** to let us know online.acitivities@stroke.org.uk

If you **prefer** to speak over the **phone**, you can get in touch with our **Stroke Support Helpline Team** who will pass on a message to us.

Call: **0303 3033 100**

Email: helpline@stroke.org.uk



What if I talk too much or do not want to talk.

We have **different people** with different personalities.

Everyone is welcome to **take part** in a way that is comfortable for them.

Some people like **talking** and others like to **listen**.

Both are **okay**. The team are here to help manage the flow of conversation.

We make every effort to make sure everyone who wants to talk has the chance to, so **everyone** feels **included**.

If **you** prefer to **listen**, we will not put you on the spot and we will **respect** your **choice**.

It is important you are there in a way that is right for you.



Can I have someone join me?

Sessions are open for everyone affected by stroke including **family and friends**.

If having someone next to you, when joining a session, is the right **support for you** then they are **welcome** to attend sessions with you.

It will be up to them how much they want to take part.



I am scared to meet new people I do not know.

Meeting new people can be scary. Give it a go. Once you join us you will see **everyone** is **friendly** and **welcoming**.

The **team** will always be there to **support** you. The **group** **understand** more than most how you are feeling.

We have a set of **ground rules** to help too.

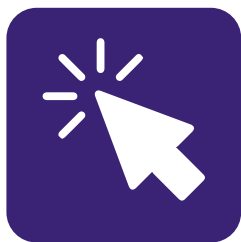


How do I know when the sessions are?

Each month we email you our **monthly timetable** which tells you what **sessions** are on **each day**.

You will get an **email**, in the **morning**, with the **link** to join the session for that day.

If you do **not check** your **emails** daily, you can **opt in** to get a **text** message to remind you about the day's sessions.



Do I have to attend every day?

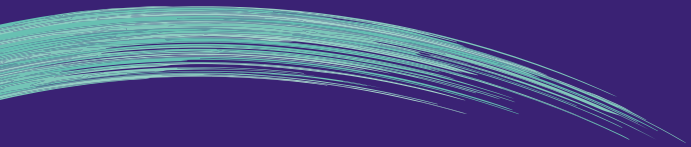
You can attend as **many** or as **few** sessions as you would like - for however long you want to.

We hope by having **different** types of **sessions** available to choose from there is something for everyone.

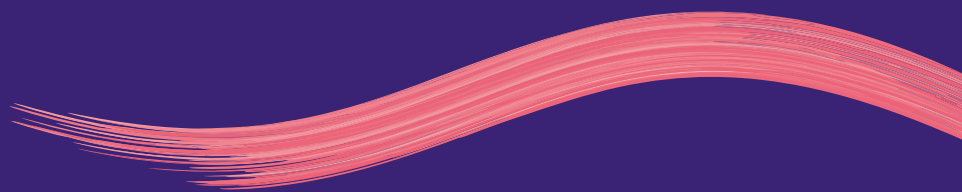
We have **drop-in** sessions which are **open** to **everyone** to join.

And **sessions** you will **need** to **book**.

We will **email** you to let you know when and **how** to **book** your **place**.



Remember, you are not alone.
We are here to support you
throughout your recovery,
whenever you need us.



Contact us

Stroke Support Helpline: **0303 3033 100**

Textphone: **18001 0303 3033 100**

Email: **helpline@stroke.org.uk**

Website: **stroke.org.uk**



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