



# ZOOM SECURITY MEASURES FOR MENTAL HEALTH FIRST AID

Mental Health First Aid (MHFA) Virtual has helped us break down barriers and bring our valuable training to more people than ever before. While a virtual MHFA class is a different experience than the in-person session, the goals are the same. The new program ensures that virtual First Aiders are able to identify, understand and respond to mental health and substance use crises with the same confidence as any other First Aider. We've taken great pains to make sure MHFA Virtual is delivered safely and in line with course fidelity.

## HOW WE ENSURE PARTICIPANT SAFETY ON ZOOM

- 📺 All MHFA Virtual Instructors are given Zoom accounts licensed by the National Council for Behavioral Health. These licensed accounts included enhanced additional features that are not available on a basic Zoom account.
- 📺 The National Council has activated enhanced security protocols on all licensed accounts. These protocols cannot be adjusted by any users other than the National Council.
- 📺 To receive a National Council Zoom account, Instructors must first become certified in MHFA Virtual. This certification process includes training on Zoom best practices and how to make sure that only approved participants are present in a virtual session.
- 📺 All National Council Zoom accounts are regularly monitored by National Council staff to ensure proper use.
- 📺 Each MHFA Virtual session is created with a unique Zoom meeting ID, rather than a "personal" meeting ID associated with that account. This helps us make sure that only enrolled participants will have access to the session.
- 📺 The integration between Zoom and the learning management system (LMS) verifies participants match up across platforms, ensuring there are no unregistered attendees in a session.
- 📺 The National Council has restricted the screen-share function so that only the hosts can determine when screen-sharing occurs and which participants can share their screens.
- 📺 If a participant cannot download the Zoom app to their computers, they can access the session by using the Zoom web app.
- 📺 Zoom now uses *AES 256-bit GCM encryption*, which protects participants and sessions from hackers.
- 📺 The Zoom platform is HIPAA-compliant, but this does not apply to MHFA Virtual sessions, because the MHFA course is not a healthcare service.

