



# BEST PRACTICES FOR A FACE-TO-FACE MEETING

**Interreg**  
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# Start-up face to face meeting

(this can be an individual face to face meeting or a group meeting)

Welcome and greet participants warmly. Offer refreshments.

Begin with providing the AoP concept and purpose of the programme and expectations.

## ***AoP concept and purpose***

- AoP concept – *what is it?* – a diagnosis free space where you get a break from your everyday worries by exploring and partaking in cultural activities.
- *How does it work?* – it is a non- therapy approach to strengthen and support mental health and wellbeing.
- *What do we know?* Studies of previous AoP programmes show participating in culture activities have a positive effect on mental wellbeing.

## ***Expectations***

It is voluntary to participate in the programme and there may be times within the (number of weeks) where you are unable to attend, that is okay but the more you participate the more you get out of the programme. It is a good way to invest in yourself.

- You may share as much or as little about yourself as you like but you must respect the privacy of others and not pry into their situation.
- Explain they are not alone, everyone has setbacks in life, it is impossible to come through life without been vulnerable at some stage. Explain it could be just as much you sitting there as them. (This helps them feel at ease and it also normalises mental vulnerability).
- Explain it is a safe space, and *if you get overwhelmed with feelings during an activity that is totally okay as it happens, and it is normal we can be triggered emotionally sometimes, or it can be just an off day.* Briefly explain your supportive role in the programme, where you are there in those situations and the rest of the group continues with the culture and arts facilitator in the activity. (in the case where the link worker is not present, it maybe the CAF who informs the link worker

to contact and follow-up on if the participant is okay – the participants should be informed that you will contact them or of course, they are welcome to contact you for support).

- Give written information with your contact details to the participant

End this part of the meeting with them introducing themselves – just their name and possibly the area they live, or if they have previous experience with culture activities.

Any questions?

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### **Introduction to the 8-12-week AoP programme and discuss their needs and wishes**

Introduce them to the programme, the days, times and duration of the activities. What cultural activities will they be introduced to during the programme.

#### **Discuss protocol for meeting:**

- a) meet at the venue for activities outside/inside
- b) meet close by at a neutral place and walk together to the activity

#### **At the actual activity:**

- *Passive participation is okay (there tends to be very few who take this option, but as long as they know it is acceptable it eases the pressure they may have)*
- *If you need a break during the activity, it is also okay and again it is totally acceptable if one becomes emotional during the activities.*

#### **Discuss protocol for communication regarding the activities, decide with the group.**

Would they like to be notified the day before or the day of the activity by text message or phone call?

In the event they cannot attend (or delayed) it is important they contact the link worker so as not to delay the start of the activity – discuss their preference – phone call or send text message.

Explain in the event the person has not participated two times in concession, that you the link worker will contact them to make sure they are okay.

End this part of the meeting by giving them a written copy of the programme with

- a) day, date and time of each activity
- b) type of activity and name of culture and art facilitator
- c) meeting place and address

Explain if there are any changes to the programme they will be notified by text message.

Any questions?

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### **Consent and evaluation:**

Participants' consent should be obtained in regards and pictures or data that may be taken and collected during the programme.

If evaluating your programme appeal to the participants consent to participate and the purpose of the evaluation.

#### ***Purpose of the evaluation***

- Helps and provides an understanding of how culture supports mental health.
- Improve future AoP programmes and help tailor activities.

#### ***Consent to participate in for example:***

- Online survey
- Activity feedback
- Focus group interview.
- Explain if surveys, group interviews etc. are voluntary and anonymous, e.g. their data will not be shared or used outside the project.

After explaining the purpose of and their involvement in the evaluation, allow them time (5-7 min) to read the consent form. Also, give the option to think it over, where they can deliver the signed consent form at the first activity (remember to follow up with these participants).

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## End the meeting by providing time for small talk.

Tell them that is all you have to say and hand the floor over to them by asking openly:

- what they are most looking forward to in the programme
- do a round – can you remember each other's name.

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***Please check-out the fellowship in focus framework, available under Train the Trainer chapter here in resources, to assist you in creating good group dynamics for the AoP programme.***

