



# Join the **Be Well @ Shell** Diabetes Support Group!

## Frequently Asked Questions

### **What's the purpose of the Be Well @ Shell Diabetes Support Group?**

Diabetes is a chronic condition that can significantly change a person's life. This group exists to bring together individuals with similar experiences to guide and support each other through the ups and downs of living with diabetes.

### **Can my loved one also join and participate in the group with me?**

We respectfully ask that only your personal diabetes support person (spouse, friend, sibling, cousin, etc.) attend group meetings to help ensure a safe, comfortable space for all participants.

### **Where will the group meet?**

For convenience and to help ensure more individuals can attend, all meetings will be held virtually via the Microsoft Teams platform.

### **How often will the group meet?**

Group meetings will be held on a quarterly basis unless otherwise notified.

### **Is there a cost to attend meetings?**

There are never any fees associated with attending support group meetings.

### **What happens after I sign up to attend a meeting?**

Within 24 to 48 hours of signing up, you should receive an email with a Microsoft Teams invitation link and instructions for logging in.

### **Is there anything I should do prior to the meeting to prepare?**

It's a good idea to download Microsoft Teams on your computer, tablet, or mobile device a few hours before the scheduled meeting to test it out and make sure you can log in. If you have any issues with logging in, please email [shelldiabetesprogram@kelsey-seybold.com](mailto:shelldiabetesprogram@kelsey-seybold.com) and we'll try to help you. It's also best that you have a quiet, private location for the meeting.

### **Do I need a webcam or microphone?**

While a webcam and a microphone aren't necessary for participation in this group, it will help everyone get to know everyone better and build a sense of community. There is also an option to type/chat in Teams if you prefer to participate in this way.

### **Who can I contact if I have other questions?**

If you have other questions, please send an email to [shelldiabetesprogram@kelsey-seybold.com](mailto:shelldiabetesprogram@kelsey-seybold.com).