



American Heart Association.

EmPOWERED to Serve™

Make Your Life Sweet Not Your Drink

CHAT & HOST NOTES

Host Notes/Key Points:

- When "Broadcast" is started welcome everyone as they log in.
- Introduce yourself and the speaker.
- Remind everyone they are on mute until the Q&A portion of the session but drop questions into the chat box.
- Do not mention how many people are logged on - only the host and panelists see the number. Instead, say, *"Thank you to everyone who has joined us today! We have a great group and are excited to share this informative and empowering health lesson."*
- Direct individuals to visit www.heart.org for tools, resources and the latest information on how to stay healthy during this time.
- Email us at empoweredtoserve@heart.org for any specific questions.
- Remind participants to join another session later this week or next week. "There are a variety of dates and times to pick from, so invite others."
- When closing the session:
 - Thank everyone for joining.
 - Remind participants where to find information on the www.heart.org site.

Chat Prompts (copy and paste directly into the chat box for participants):

MESSAGE 1:

Hello, Everyone! Welcome to our Virtual Health Lessons for the Community!
Please introduce yourself and let us know where you are joining us from!

Drop any questions in the Chat Box! We will answer them during our Q&A at the end of the lesson. Be sure to select "All Panelists & Attendees" in the drop-down menu.

MESSAGE 2:

Hello, Everyone! Welcome to our Virtual Health Lessons for the Community!
Please introduce yourself and let us know where you are joining us from!

Drop any questions in the Chat Box! We will answer them during our Q&A at the end of the lesson.

Visit www.knowdiabetesbyheart.org for additional information or to review the information shared today.



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When facilitator starts the presentation, add this link to the chat box and follow along to add the links to the infographics and handouts:

Follow along with the presentation and download the presentation here:
<https://bit.ly/3uHfsUf>

“Twelve Infused Water Recipes” Video: https://youtu.be/thv4_lNgodE

“Sip Smarter” Tips and Infographic: <https://bit.ly/2Rbq4Nd>

“Added Sugar is Not Sweet” Infographic: <https://bit.ly/3g3fxME>

Healthy eating resources: <https://bit.ly/2S4s6PN>

Additional resources for the health lesson: <https://bit.ly/3uls9xM>

All Health Lessons can be downloaded via this link:
<https://www.empoweredservedto.org/en/community-resources/health-lessons-overview>

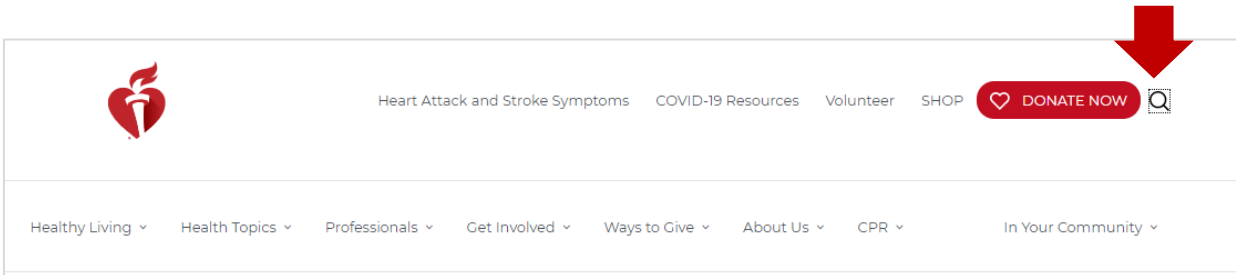
Thank you for joining us today! Sign up to join us again for another health lesson at www.empoweredservedto.org/communitylessons

Additional tips and tools:

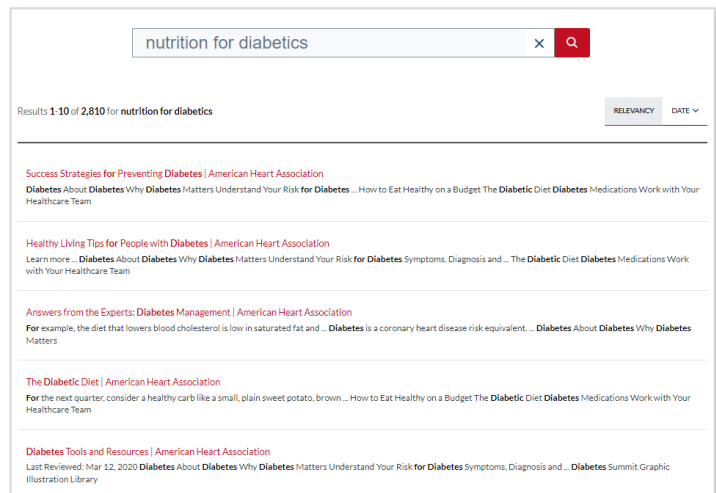
- Monitor the chat box during the presentation.
- Remember, we do not offer medical advice. We provide resources, but specific questions on a diagnosis, medication and treatment should be directed to a doctor.
- If a participant needs assistance finding a health center in their area, use the following link: **“Find a Health Center”** <https://findahealthcenter.hrsa.gov/>



- Familiarize yourself with the infographics and PPT before the lesson. If a question is asked that is not covered in one of the resources, utilize our www.heart.org website and the “Search” feature.



- For example, if a participant has a question around nutrition, just type in “Nutrition for Diabetics” and retrieve search results.
- Click on each link and drop in the chat box. Be sure to acknowledge the question and then state “Here are some additional links from Heart.org”.



- Remind participants to send questions, comments or feedback to empoweredtoserve@heart.org