MODERATOR'S HANDBOOK 2026-2027 EDITION

MODERATORS RESPONSIBILITIES PAGE 2-3

- Moderators Workshop
- Program Preview
- Open House

COURSE PROCEDURES PAGE 4-7

- Prior to the First Week
- First Week
- Each Week

APPENDIX 1 PAGE 8

- Sample Communication To Course Participants

APPENDIX 2 PAGE 9

- Expectations And Code Of Conduct

APPENDIX 3 PAGE 10-11

- Emergency And Safety Procedures

APPENDIX 4 PAGE 12-17

- Audio/Visual Manual

APPENDIX 5 PAGE 18-19

- Week One Checklist

STUDY GROUP MODERATOR MANUAL

Thank you for agreeing to be a Moderator. Moderators are vital to the Society for Learning in Retirement. It is essential that moderators make everyone, especially new members, feel welcome and maintain a positive and friendly atmosphere each week. Your supportive and encouraging warmth and enthusiasm help to make study groups successful.

In addition to moderating the study group sessions, Moderators are expected to participate in the following:

Moderators' Workshop

- Held approximately 2 weeks before the Program Previews in May and November and the Open House in the Spring
- It is recommended that all moderators, new and experienced, attend this important workshop. The focus is to learn and share information about the responsibilities of a moderator including use of AV equipment.
- **A hard copy of this manual will be reviewed at this session**

Program Preview: Fall Term and Winter Term

- Program Previews are held twice a year: in May for the Fall Term and November for the Winter Term
- One or both of the co-moderators should attend
- Please arrive at least 30 minutes early
- You will be asked to describe the course in a one and a half minute presentation
- You may wish to have handouts regarding possible topics available to prospective participants. These can be printed in advance at the office.
- Make yourself available for questions when the presentations are completed. It is important that new members are assisted if required and made to feel welcome.
- After the program preview, you will receive the list of those registered for your course. You should contact them, either by e-mail and/or by phone, with a special welcome to new members. Reconfirm that they will be expected to make a presentation. Be prepared to assist them in their topic selection. See **Sample Communication in Appendix 1 and Participant Code of Conduct Appendix 2**

Open House

- Open Houses are held in September (Fall Term), January (Winter Term) and April (Spring Term)
- This is an opportunity to answer questions and to encourage members to register for courses
- One or both of the co-moderators should attend
- Please arrive at least 30 minutes early
- Provide a list of possible topics and other material that may be of assistance to members interested in your course

Procedures at the Open House:

- The latest copy of the Course Membership Record will be provided. Additional members may only be added to this list at the registration desk.
- A blank copy of the Course Topic Sign Up Record will be provided. Before the Open House, some participants may have already chosen topics and times for presentation. Ensure that you have this information documented on the Sign-Up Record. This will avoid any duplication of topic. Members who have not yet selected a day, time and topic may wish to do so at this time. It is essential to schedule presentations for at least the first 3 weeks of the term.
- If your course is fully subscribed, a waiting list is established by the registrar and members will be added to the course if and when space becomes available. Moderators will be notified of any updates.
- Subject to the available space, a member may co-register for another course of equal or lesser value at no additional cost. The registrar will process these requests.
- After members have been contacted by the registrar to confirm their registration, you will receive the Updated Course Membership Record. **At this time, you should contact any new registrants via e-mail and/or phone. See Appendix 1 and Appendix 2**
- An updated copy of the Course Membership Record will be provided to you on the first day of the course.

Course Procedures

Prior to the First Week of Term

- Co-moderators should discuss the plan for the first day's agenda
- Moderators should become familiar with the operation of the AV equipment
- It is important that you or another participant have a short, spare presentation or video or topic for discussion ready in case a presenter is absent without prior notice.
- If the course is not fully subscribed, there are a number of options available depending on the size of the class.
    - If the numbers are quite small, there will be discussion with moderators and the Study Group Curriculum Chair regarding options (e.g., combine with another study group; shorten the course, cancel).
    - If the numbers are just shy of the maximum, you should plan to discuss options with the class on the first day (e.g., someone may have a presentation that can cover two sessions on one day, others may want to do two presentations, you could plan a lengthy discussion around one topic, find videos to present, arrange for a knowledgeable guest speaker)
- Take note of the member status on the Class Registration List
    - **M** denotes Moderator
    - **R** denotes Returning Member
    - **N** denotes New Member (first time registered for SLR)
    - **E** denotes Emeritus (A member of long standing who is unable to make a presentation due to health or other reasons may attend as an observer and contribute to the discussion)
- Moderators should be aware of safety and emergency procedures as outlined in **Appendix 3**

First Week of Term

- Please arrive at least 30 minutes early. Bring your manual with you to each class for reference.
- Obtain tent cards from the shelf in the library and set out the tent cards on the table outside of the classroom

- Set up audio-visual equipment on the cart located in the classroom. **Instructions are located on the cart and in Appendix 4**
- Note attendance for the first and second week and contact any absent participants. Notify the registrar of any withdrawals.
- During the first hour the moderators will provide essential information as outlined in the **WEEK ONE CHECKLIST in Appendix 5**
- Have members introduce themselves. A major benefit of the Society is the opportunity for socialization. You can decide what you would like the members to share with the class (e.g., How long have they belonged to SLR? What they did before they retired? What is their favourite hobby?)
- **If there are any discrepancies with the registrar's class list and your list, update the registrar In order that you both end up with the same class lists.**

Each Week

Remember always that members join the course to learn – but also to enjoy the experience. Do your very best to make this happen!

- Circulate to members flyers announcing special events etc. that are enclosed with the tent cards
- Start promptly to ensure that all presenters have their allotted time Latecomers should join the class without interruption to the proceedings
- One of the moderators should introduce the speakers, the other may thank them and start the discussion period. It may be helpful for the presenter to have provided questions or topics following from his/her talk
- Remember that applause following a presentation is always appreciated.
- Ensure that the time frame for the presentation is maintained. Each presentation should last 20-30 minutes to allow for a discussion period. This is very important as it will allow the second presenter a fair share of the time. If necessary, advise the presenter when five minutes remain. It is recommended that the first presentation and discussion be

completed by 25 minutes past the hour at the latest. The second presentation should start at 25 minutes to the hour.

- Encourage participants to hold questions until the end of the presentation
- One of the moderators should keep track of the order in which the tent cards are raised
- Encourage members to take notes for questions during the presentation. Additionally, presenters themselves may suggest a focus for the audience (e.g., “As I am speaking, think of how you felt as you approached retirement”)
- Advise members to place their tent card on end when they wish to make a comment. Ensure that all members who wish to do so have a chance to speak and that no one member or moderator monopolizes the discussion.
- The moderator should diffuse any questions that pose a direct challenge to the content of the presentation and request that they be held until the discussion period. Such comments must be presented in a respectful manner.
- If a member becomes a persistent questioner, attempt to limit their time by saying eg “You have some very valid points but let us see what other people have to say”.
- Some topics elicit differing opinions and this could lead to stimulating debate. If, however, the discussion becomes particularly antagonistic, it should be terminated. No personal attacks will be tolerated. Humour may help to diffuse a difficult situation.
- If a person is consistently disruptive you may speak to them privately and if necessary discuss the issue with the president or vice-president (This seldom happens)
- At times, the discussion period may elicit peripheral topics. If appropriate and acceptable to members, allow the discussion of these topics to continue making sure to bring the discussion back to the original topic.
- The discussion period allows input from all members. However, there may be times when members have little to say. It becomes the moderator’s role to facilitate communication among the participants for

the entire session. It is not recommended that the meeting time be curtailed.

- Strategies such as asking leading questions relevant to the presentation can be used (e.g., “Why do you think we focus more on one part of the world than on another that may be even more dire?” or to stir the pot “Rap music serves no social purpose. What do you think?”)
- Return the tent cards to the shelf and ensure that the title of the course is visible.
- Ensure the equipment cart is shut down properly. **Follow the instructions that are located on the cart and in Appendix 4**.
- If tables have been moved, please return the room to its original configuration. No chairs leaning against the walls.
- Ensure that the room is tidied, (all participants should be encouraged to help) any garbage taken to the large bin located in the kitchen and lights are turned off.

Appendix 1

Sample Communication to Course Participants

Decide which of the moderators will be the key contact for participants.

If contacting via e-mail, please keep the participants on a B**lind Copy (Bcc) list** for all communication until after the first day of class. Some people may choose not to have their personal information shared with the class.

For those contacted via e-mail, please attach **Expectations and Code of Conduct for All SLR Members** found in Appendix 2. For anyone not on e-mail, please provide a copy on the first day of the course.

Welcome to "*Study Group Title*"

"*Co-moderator's name*" and I are looking forward to having you join us for "*Study Group Title*".

Class runs on "d*ay and time"* starting on "*date".* Our last day will be "*date".*

Reminder that there is a presentation workshop on *"day, date and time"* at Grosvenor Lodge for anyone wishing to improve their skills at research, preparation and presentation of your chosen topic.

If any of you have a topic in mind now, please let us know. We will let the others in the group know so that we do not have duplicates. As always, we are looking for volunteers to present in the first couple of weeks.

"Co-moderator's name" and I will be in touch again before the course starts. Please contact us if you have questions.

Regards,

"Moderator names, e-mail addresses and phone numbers"

Appendix 2

Expectations and Code of Conduct for All SLR Members

Members are expected to encourage one another in the development of the peer learning environment to which all make a contribution and from which all gain a sense of accomplishment.

In order to have healthy group discussions, it is understood that members are respectful to one another, even when it is necessary to disagree regarding the topic.

All members of courses have the following responsibilities:

Participation

- To work to achieve the goals of the society and the group
- To help the participants in the course work together
- To contribute information and ideas to the group
- To listen to others without interrupting

Initiative

- To show interest in and curiosity about new opportunities for learning
- To demonstrate a positive attitude toward learning

Intent

- To understand personal strengths and weaknesses of other members
- To accept feedback or contrary options from others in the group

Cooperation

- To be sensitive to the rights and opinions of others
- To listen to, acknowledge and consider differing positions

Conflict Resolution

- To assist if necessary, to identify and maintain strategies for conflict resolution in acceptable ways
- Any unresolved dispute or any member who is too disruptive will be reported to the president so that appropriate action can be taken
- Members whose behavior continues to disrupt the course may be asked to withdraw from the society

Appendix 3

Emergency and Safety Procedures

Fire Safety

- If you hear the fire alarm, whether real or a planned or unplanned fire drill, everyone should leave the building at once using the closest door
- Assist those members who have difficulty walking
- Make sure that you are not blocking access for the fire department
- The Staff at Grosvenor Lodge will be responsible to calling the fire department and will advise you when it is safe to return to the building
- Do not attempt to drive out of the grounds until the all clear has been confirmed

Emergency Occurring in the Classroom

- The first week of term, poll your members to determine if anyone is qualified to respond to a medical emergency
- A portable defibrillator is located in the hallway. It has very clear instructions and so can be safely used by anyone
- The moderators should be alert to the well-being of members. In the event of an emergency situation where a member is experiencing difficulty and appears to need medical attention, arrange for the member to be kept calm. Using a cell phone or the main floor office telephone, call for an ambulance giving the correct address as:

  Society for Learning in Retirement, SLR London
  Grosvenor Lodge, 1017 Western Road, Main Floor
  Telephone 519-438-3525

NOTE: The address and telephone number are posted on the Bulletin Board in the centre hall

- If possible, see if the member wishes to have anyone contacted on their behalf

- Have a member go to the west door (heading to the ramp) to direct the emergency crew.
- After the situation has been resolved, inform one of the Emergency Response Team members listed below.
- Emergency Response Team—2026-27

President— Burton Moon 519 438 8648
Vice President – Terri Lyons 519-615 3996
Past President --Twyla Atchison 226-236-4656

- **Appendix 4**

DRAKE ROOM Audio/Video EQUIPMENT

BEFORE YOU START……..

1. For the sake of safety, ensure that power and microphone cables are covered by the cable ramp.
2. Plug power cable into outlet.
3. Turn the cart power bar on.
4. Check that Bose and Projector are on.
5. Open laptop.
6. From the miscellaneous components bag, remove mouse and Bose remote control.
7. Turn mouse on, using underside switch.
8. If the laptop had been sleeping, you should now have display. If there is no display, switch the laptop on by the power button which is located top left of the keyboard.
9. Turn projector on. Slide lens cover fully to **open**. After a little time, the lap top screen should be projected onto the screen. If a blue screen is displayed, press **SEARCH.**
10. Adjust screen location, picture size, and focus.
11. Check that the laptop is connected to the Wi-Fi network
12. Insert flash drive, select required PowerPoint file.
13. Connect microphone cable to lectern. Perform microphone check.
14. With remote control, turn Bose to **AUX.** This means that the Bose is now connected for sound from laptop and microphone. Set sound level to 65. A high-pitched squeal indicates feedback, so turn Bose volume down until it disappears

BEFORE YOU LEAVE…….

1. Close laptop
2. Unplug power cord.

SLR A/V MANUAL

CONTENTS

1. Contents
2. Overview of equipment
3. The BOSE CD player (and sound source for all audio components)
4. The projector
5. PowerPoint presentations
6. Accessing the internet
7. Playing YouTube videos; Using microphone

Overview of Audio Visual Equipment

All AV equipment has been consolidated on one cart, and prewired for your covenience.

Top shelf contains:

- Computer (with internet connection) for Powerpoint presentations, Youtube presentations, etc.
- Projector

Middle Shelf contains:

- Power bar, which supplies ***all*** components
- Wired microphone
- BOSE CD player. (It is also the speaker for all other audio components)

Bottom Shelf contains:

- Sound mixer. The mixer has been preset for optimum sound quality for the room and is boxed in to prevent any changes. **Do not remove covers and make changes under any circumstance.**

In the bag

- DVD remote control
- BOSE remote control

Other than routine shut-down procedure for Computer and Projector, and turning microphones off, **leave all other equipment ON.** This will reduce the need for wondering what needs to be turned on. Simply turn the power bar switch off.

The only equipment that will need to be turned on, as required, is:

- Computer
- Projector

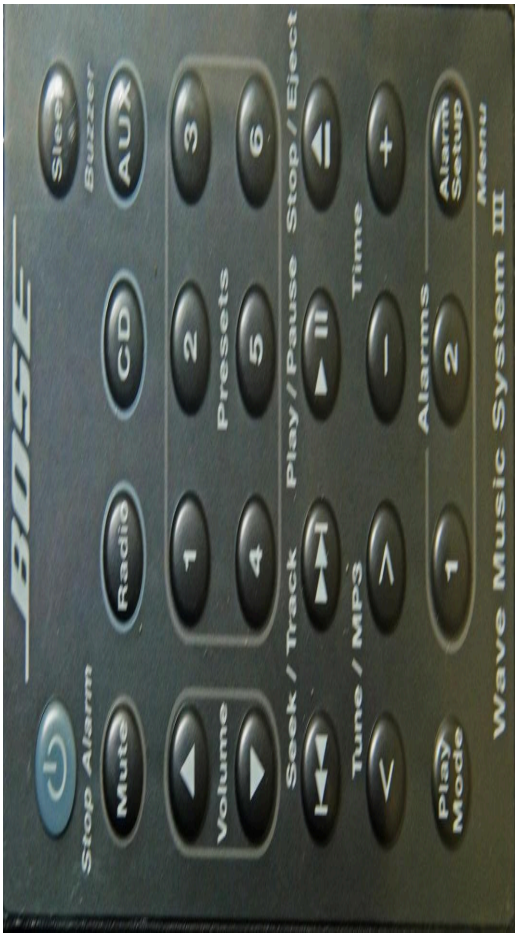
Under no circumstance disconnect or remove any equipment.

If it is necessary to change projectors, please ensure that original connections are duplicated.

THE BOSE CD PLAYER

NOTE: The BOSE is both the CD player **and** the sound source of all other equipment.

Playing CD's



1. Press "CD" (Window should show "CD")
2. Insert CD
3. Use "SEEK/TRACK" to access desired track

TIP:

At the end of a track press "PLAY/PAUSE". Use "SEEK/TRACK" to get to next track, press "PLAY/PAUSE" when ready to start

Using BOSE as sound source

Press "AUX" button on the remote control. The window should display "AUX".

All other sound sources (i.e. computer, microphones) will now be reproduced through the BOSE speakers

Use the "VOLUME" button to control sound levels.

THE PROJECTOR

The blue "Power" light should be glowing, indicating that the projector is connected to a power source.

Press "Power" button  to start the projector. The amber light will turn green.

Make sure that the lens cover is open fully. Size of the image and the focus can be adjusted, If the projector is not showing what is on the computer screen, press the "Source" button.

To shut the projector down press "Power" button  twice.

POWERPOINT PRESENTATIONS

(NOTE: If a presenter has prepared their presentation on a Mac (Apple) they *must* save it to flash drive as a Microsoft PowerPoint file)

1. Insert flash drive containing PowerPoint file into USB port of computer
2. Select required presentation – The slide show will open in PowerPoint.
3. Click on "Slide show" (top menu)
4. Click on "From beginning"

Slide show can be advanced by several methods:

- "Enter" key on keyboard
- Click left button on mouse (this can be done from lectern)
- Right arrow key on keyboard.

Return to previous slide by:

- Left arrow on keyboard
- Click right button on mouse (this can be done from lectern), then select "Previous"

To return to main PowerPoint window at any time, press "Esc" on keyboard

ACCESSING THE INTERNET

1. Click on  to confirm that the computer is connected to the correct source., which is BELL 685

PLAYING YOUTUBE VIDEOS

1. Open Firefox to gain internet access
2. Open YouTube website (www.youtube.com)
3. In search box at the top, type title of required video.
4. If presenter wants multiple YouTube videos, simply open multiple Firefox windows and repeat 3 above

USING LECTERN MICROPHONE

1. Plug microphone cable into socket at lectern. (Make sure that you have oriented the pins correctly)
2. Make sure that the BOSE is in "AUX" position.
3. Adjust the volume with the BOSE remote control

Appendix 5 Week One Checklist

Welcome all members. Acknowledge any new or emeritus participants

Class Announcements

- Please arrive on time as a courtesy to the first presenter.
- Please turn off electronic devices
- Remember all presentations should be 20 -30 minutes long. If using a video, it should be less than 10 minutes.
- If you have a question or comment, we ask that you place your tent card on end with your name visible to the moderators. To make a short counterpoint to a comment, hold your tent card in the air.
- We will have a break before the second presentation of the day so that there is an opportunity to socialize and get refreshments.
- Let us know if you need the computer for your presentation. If using the computer, it is essential that you bring your memory stick the week before your presentation date to make sure it is working properly. If you are using Apple, you must save your presentation as PowerPoint or Google Slides.
- SLR members can access Western University's Weldon Library. The Application for Borrowing Privileges is available on the shelf in the SLR library.
- The bulletin board located in the hall has official SLR notices along with emergency contacts.
- You are welcome to bring a guest to a class. Please inform the moderator in advance and introduce your guest to the class
- There is an opportunity to co-register for another class at no charge. List of classes with openings available are listed on the bulletin board. Contact the Registrar.
- We will circulate the class registration list so that you can confirm information or correct any errors. If anyone would prefer not have their information shared with the class, please let us know at the end of class.
- Now we will have class introductions…(continued next page)

Housekeeping

- Coffee, tea and cookies are available free of charge before class and during the break. If possible, please bring your own mug with a lid. The lids are necessary to reduce the chance of spills.
- Thank you to _____ for agreeing to get refreshments ready for us this term
- As this is a heritage building, we ask that on days when it is raining or snowing, you bring indoor shoes. There are a few pairs of slippers available at the door if you forget
- Staff has asked that we refrain from putting the chairs on the tiles in front of the fireplace
- People with hearing issues are encouraged to sit at the front of the room. Anyone who has to leave early is asked to sit at the back.
- Nothing is to be taped or pinned to the walls.

Safety and Emergency Procedures

- Fire Safety
    - If you hear the fire alarm, everyone should leave the building using the closest exit.
    - No one should drive out until the all clear is given.
    - Grosvenor Lodge staff are responsible for calling the fire department and advising when all is clear.
- Medical Emergency
    - Is anyone here qualified to respond to a medical emergency?
    - A portable defibrillator is located in the hallway. It has very clear instructions and so can be safely used by anyone
- Weather Cancellations
    - If you are concerned about driving in bad weather—don't
    - Classes will be cancelled if any of the following are closed: Western University, Fanshawe, LTC, London City Schools