

## Live Sessions Online

Where we are unable to facilitate face to face meetings, we will be delivering sessions online. Below is a list of safeguarding measures we have introduced to ensure everyone's safety during online meetings.

Participants will be invited to attend a Zoom meeting via an ID code. This will either be in the email from the Lead trainer or will be given over the phone when booking an appointment.

Participants will be able to view the Ready2Shine staff and mute/unmute when required to engage in any questions. Where the Trainer is delivering a live session with multiple participants accessing the session remotely from home, the following protocols will apply:

- Participants to be supported by a member of their family or support team.
- Participants' microphone switched on throughout the session unless requested to mute by the trainer.
- Webcam to be **on** at all times and points towards the participant and their support so that we are aware who is in the environment.
- Participants are referred to by first name only throughout the sessions.
- By entering the 'live session', Participants agree to the session potentially being recorded and that they will adhere to the expectations laid out in these guidelines. (recording is essential for 1:1s or individual meets where there is only one member of Ready2Shine staff present)

If someone enters the live session and the trainer is not able to identify them by their 'screen name' or their camera view, the trainer will ask for them to identify themselves. If the trainer is unable to confirm they are member of the group who have been invited, they will be ejected from the group. If the trainer has any safeguarding concerns, they will end the live session immediately and inform the management team of the situation.

### Trainers

1. Trainers will host live sessions with another member of the Ready2Shine team, this is not possible with initial assessments and so these **must** be recorded.
2. Trainers will send the invite to participants and their support for the live session through email and use the same session ID for the entire programme.
3. Trainers will be dressed appropriately and remain professional throughout the video.
4. Live sessions will only take place during the agreed times and the Trainer and participant/support will be in a environment free from distractions and other people.
5. All videos will be recorded for safeguarding purposes. These are stored in our encrypted system.
6. No live sessions will be one-to-one without prior arrangement and approval by the management team.
7. Live screen captures such as photos for social media or reporting are only permitted with consent on social sessions. No photos are to be taken during the core programme or initial assessments.

### Participants



1. Participants must be dressed appropriately for the duration of the video session.
2. Participants must remain unmuted and on webcam unless there is a safeguarding reason to stop (such as household member in distress).
3. Participants should be ready and waiting at the starting time of the session – this means work ready, with writing equipment ready, to enter the call via Zoom waiting room.
4. Participants are prohibited from recording or capturing/screen grabbing content from the video call.
5. Participants should remain in a public part of their house such as the office, kitchen, lounge.
6. Devices should not be used in the bathroom or other peoples private rooms.
7. Participants may not be invited to future live sessions if they behave inappropriately.

### **Support**

1. Support should ensure the participant is appropriately dressed for sessions.
2. Support should ensure that the participant is aware of the need to behave appropriately in a session delivered by video link in the same way as if they were in a face to face session. If a participant is behaving inappropriately, they may not be invited to return to future live sessions.
3. Support should ensure other household members are out of camera shot, can not hear the discussions and do not contribute to the video call.
4. Support should ensure the participant is familiar with how the whole process works. Also, make sure that the participant is set up and ready to log in to the call.