

True Access Zoom policy

All our staff and volunteers have read and taken the time to read guidelines for providing safe services online and have attended training. All our staff are committed to the wellbeing and health and safety of all our members. We promote online safety awareness to our members this is to encourage those of our members who feel unsafe to talk to a trusted adult. This is to protect our true access members. This is very important to true access when delivering our online services.

Staff

- Two members of staff will run each Zoom session.
- The sessions must be recorded. A Waiting Room should be opened. 'Chat' should be disabled. The meeting should be locked after all anticipated participants have signed in.
- Members should be reminded at the start of the session that it is being recorded and that they must use polite language when joining.
- A log should be kept of the date, time, duration, and members present during the session.
- Staff should wear suitable clothing. Other members of their household should not be visible or audible. The background scene should be appropriate.
- Staff must use appropriate, professional language.
- Any Safeguarding concerns should be raised with the Designated Lead. The session should be stopped if there are immediate concerns.

Members

- Members should book for sessions in advance and join the event with the name they booked under.
- Links for sessions should not be made public and those who the links are shared with should not pass it on. * the meeting will be locked after a certain time. *
- Private messages cannot be sent except to the host.
- Screen sharing option will be disabling for everyone apart from the host.
- Briefing in advance about rules and etiquette of how we expect members to behave online.

Safeguarding Procedures – Using Zoom and what measures we introducing to keep participants safe in our online sessions.

- **Unique Meeting ID & Password Protection** In order to access a scheduled session or workshop, each Zoom session will have a unique Meeting ID, as well as a Password, which will be emailed to participants at least thirty minutes before the session start time. The Meeting ID and Password will be different for each session. It is essential that the Meeting ID and Password are not shared publicly – particularly online or via social media. If it is discovered that the Meeting ID and/or Password have been shared, we will consider this a breach of our Safeguarding practice, and immediately close down the session. Any

participant responsible for sharing this information may be permanently removed from the group.

- **Zoom Waiting Room** The session host – in this instance, the workshop leader – will be responsible for admitting participants into each session on Zoom. When logging into Zoom, participants will be placed into a virtual Waiting Room, where they will remain until the session host grants them access to the session. In the unlikely event that someone from outside of the group has managed to access the Meeting ID and/or Password, the session host will be able to see this, and deny access to the session.
- **Chat Functions** In order to monitor interaction between participants, the Chat Function on Zoom will be set up so that participants can type a message to the session host only. This is in place to avoid the risk of private conversations between participants, including documents being shared and online bullying. With the option to still speak with the session host, questions or concerns can still be raised, aside from the wider group, should there be a need.
- **Record Functions** In order to ensure that participants are not using the video Record Function on Zoom, this will be disabled. Session hosts will be notified of any participant trying to use the video Record Function in the Zoom session and will be able to deny permission. In the unlikely event that a session host wishes to record a session, even for just a short period within a session, participants will be notified via email in advance to explain the purpose for this recording. This prior warning will give participants enough time to deny permission of the recorded, or to request that they are withdrawn from session activity during the period of recording.
- **Further Safeguarding Support** Should there be any concerns – from a participant or session host – about the safety and welfare of a participant who takes part in any session that is hosted by True Access this should be raised with our Designated Safeguarding Lead.

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