Whippersnappers ‘Zoom’ Acceptable Use Policy

At this time, due to the Covid-19 outbreak, Whippersnappers will not be able to deliver a face to face Short Break Service. As an alternative we are developing remote interactive sessions using the ‘Zoom’ video conference tool. Whilst we are excited to rise to this challenge, offering an alternative service delivery, we are aware that new technology can pose some safety concerns.

To minimize any risks **Whippersnappers will**:

* Send you an email from a whippersnappers.org account inviting you to join a ‘Zoom’ meeting. This will contain a link that you can click onto directly, or a Meeting ID and Password (for added security) which you can type into either http://www.zoom.us or the app
* Contact parents/carers before the session to share the content / length of the session and provide a list of any props or materials that might be needed to make the most of the experience
* deliver sessions using child friendly, positive, accessible language
* deliver sessions dressed appropriately and in child friendly surroundings
* deliver all live sessions (Meetings) with a minimum of two members present
* hold records of timings and content of all 1:1 sessions
* refer any safeguarding concerns to our Whippersnappers Safeguarding Lead.
* comply with Whippersnappers Data Protection and Confidentiality Policies and Procedures at all times

**Whippersnappers will not:**

* ask you to share any of your passwords or login details
* share confidential information from the sessions outside of Whippersnappers unless a safeguarding issue arises
* film or take photographs of children or family members during sessions

Exemption: When Whippersnappers deliver group entertainment sessions, sessions will be recorded, however, family video will be inactive until the end of the session. As Administrators Whippersnappers retain control of this option. At the end of the session families will have the option to turn on their cameras to say hello to their friends. When the family video is on, we will stop recording.

**Parents/carers will:**

* ensure that their child has access to ‘Zoom’ to enable them to join in the session on time. (Please see attachment ‘How to install ‘Zoom’. If you do need support to set up ‘Zoom’, contact ggabramaviciute@whippersnappers.org)
* support their child during the session and encourage participation
* use positive language during group sessions
* ensure that all family members who can be seen in the video are dressed appropriately
* ensure that the background environment that can be seen in the video is appropriate
* parents will ensure that they ***will not*** record the sessions or share them with anyone else. Whippersnappers will retain responsibility for who is ‘invited’ to join a ‘Zoom’ session.

All virtual and remote services provided by Whippersnappers will follow the same Safeguarding Policies and Procedures as during face to face contact. It is everyone’s responsibility to prevent the physical, sexual or emotional abuse of children and vulnerable adults and to report any suspected or actual abuse that comes to their attention. Whippersnappers safeguarding policies can be found on [www.whippersnappers.org](http://www.whippersnappers.org)