

# 1-1 Video Chat Policy & Process

## Process

- Young person fills out request form via website
- Lifecentral Youth staff member co-ordinates Zoom call between a leader and the young person. You will be given a link to join the Zoom meeting. We will log the details of the upcoming call in our spreadsheet.
- The meeting will auto record and will be stored on the cloud. They'll only be accessed if there is a safeguarding disclosure or accusation.
- Once the call is complete, a leader should communicate with the Lifecentral Youth staff member a brief outline to log. (See log template below)

## Policy

- You must always attend calls in a family space, never use a bedroom.
- Wear appropriate clothing, making sure to avoid any cleavage or unnecessary amounts of skin is not on show. Please always make sure you are fully clothed, even on the parts of your body that wont be on camera.
- Leaders must not 1-1 video chat with a young person of the opposite gender. You can have more than 1 leader in a chat with a young person but there must be a leader of the same gender as the young person in each chat.
- Check your background to ensure there is nothing personal or inappropriate on display. Please make sure there is no alcohol in your background.
- Let others who are in your house know that you are on the call and make sure that they cannot over hear any confidential information. We advise the use of headphones to be sure.
- Under no circumstances should you give out your personal number or information online or to an individual young person.
- Anything that you feel is a safeguarding concern, please follow our normal safeguarding procedure of contacting Andy Hancock/Sandra Andrew immediately.

## Log Template

Name:

Young person:

Date & Time:

Brief Details of call: