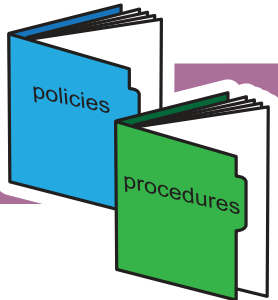


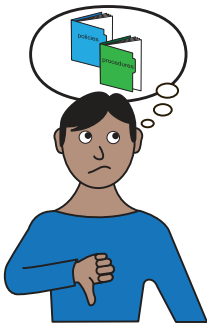


policies and procedures

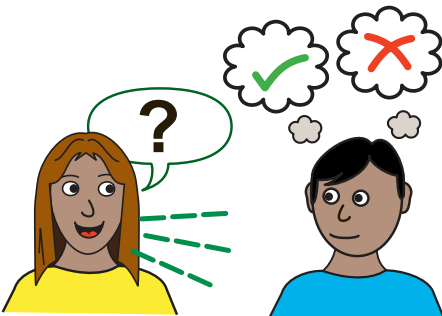


Our 'policies and procedures' are the rules about how we do things at Pyramid.

Following our policies and procedures helps to keep everybody safe.

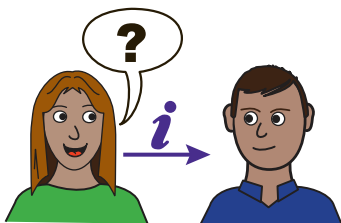


The policies and procedures also tell us what to do if something goes wrong.

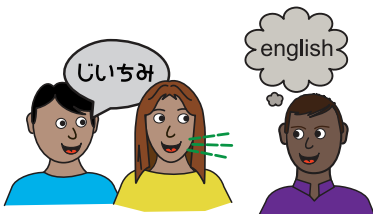


It is important that everybody at Pyramid can access and understand our policies and procedures.

The office team can help with this.



Please contact us if you would like support to read or understand this policy.



We can meet with you to talk about it. Or we can provide information in different format / language to suit your needs.



phone: **0113 234 6040**  
text: **07531 215 999**  
email: **info@pyramid.org.uk**



### Introduction

This policy is about delivering or taking part in group work and 1:1 sessions remotely.

Pyramid delivers group work and 1:1 activity. In certain circumstances, sessions can be delivered remotely by video conferencing software, email and phone.

This policy should be read in conjunction with our:

- Safeguarding Vulnerable Adults Protection Policy
- Safeguarding Children Protection Policy
- Data Protection Policy
- Photographs and Video Recordings of People Policy
- Professional Boundaries Policy
- Code of Conduct

The purpose of this policy is to ensure that we maintain our high standards when working remotely, and that remote activity is delivered safely and maintains appropriate professional boundaries at all times.

### Protocols and Guidance

#### Communication

All direct communications from Pyramid workers to members or volunteers must be with the prior knowledge and consent of a member of the staff team.

Members and volunteers may receive the personal contact details of a Pyramid worker in the course of remote working (i.e. phone number or email address). They must not share this information with others. It is not appropriate to call workers on their mobile phones – always use the Pyramid office number instead (0113 234 6040).



## Communication (continued)

### Video Conferencing (we use Zoom)

- Use your name and / or role as your screen name. Avoid using personal information such as nicknames, social media handles or email addresses.
- Screen-sharing enables you to share what you're doing or looking at with others. To avoid inadvertently sharing personal or age-inappropriate content:
  - Make sure you have a 'clean' screen and desktop with no open apps or documents (e.g. email or social media)
  - Switch off notifications and alerts for the duration of the session
- Break-out rooms are a feature of Zoom which allow participants to work in smaller groups. Ideally this should always be groups of 3 or more. Working in pairs is permitted but the session host must regularly check-in with each pair.
- When using Zoom, the meeting organiser will always use the waiting room feature and/or a password to ensure only invited people can access the session. Monitor attendance and ensure only those people you were expecting have joined.

### Email

- Where planned in advance, workers should ask the Administrator to send information / files by email via the general [info@pyramid.org.uk](mailto:info@pyramid.org.uk) account
- Workers should use their professional email address if sending something themselves, and CC the [info@pyramid.org.uk](mailto:info@pyramid.org.uk) address in all communications to members
- A parent / carer should also be CCd in communications with members aged under-18.
- Member / volunteer email addresses and emails received will be managed in accordance with the Data Sharing Agreement signed by all Pyramid workers

### Phones

- Workers should use their professional phone number when contacting members / volunteers
- Pyramid can provide a SIM and credit to be used with a personal handset as an alternative to using a personal number
- Workers must have the consent of a parent / carer before speaking to an under-18 member by phone
- Phone numbers of members and volunteers will be managed in accordance with the Data Sharing Agreement signed by all Pyramid workers



## Location

- Under-18s should be within earshot of a parent or carer throughout the session
- Use a neutral area of your home and remove any personal items from view
- Ensure nothing offensive or age-inappropriate is within view (e.g. posters, TV in background)

## Behaviour and dress

- Our normal Code of Conduct applies
- Focus on the activity and don't use other apps / websites / messaging services while the session is happening
- If you need to take a call, mute yourself from the session before answering
- Present yourself as you would at an in-person meeting, wearing suitable clothes for going out in public

## Recordings and screenshots

Remote sessions are not routinely recorded but a group may choose to record their session for a specific purpose. The Core Worker or Arts Facilitator hosting the session will always ask the group to agree before making a recording. This also applies to taking screenshots.

Any recordings or screenshots will be managed in line with our Photographs and Video Recordings of People Policy and only shared in accordance with the permissions granted by each individual member featured in the recording / screenshot.

## Data Protection

All Pyramid workers sign a Data Sharing Agreement as part of the recruitment process which outlines their responsibilities for protecting and routinely deleting personal data about members and volunteers (such as photographs or contact details). A sample copy of the Data Sharing Agreement is available on request.

## Safeguarding

Our Safeguarding policies and procedures apply in the same way when remote working, and any concerns should be raised through the normal reporting procedures.



Workers leading sessions with under-18s have completed additional Safeguarding training for keeping children safe online (delivered by NSPCC).

### **Parent / carer involvement and expectations**

The support of a carer is often needed to facilitate getting set-up but we don't expect carers to stay and participate in sessions unless the needs of the person they are supporting require them to do so.

We do ask however that they stay within earshot in case additional support is required (e.g. for technical problems).

### **Third-party software**

Please note that you will need to register for a Zoom account in order to use their software.

You can register and download Zoom by visiting the website <https://zoom.us>

A basic account is free and will enable you to access Pyramid activities.

Pyramid is not responsible for your Zoom account or any costs you incur using the service.

Please note it is advisable for security to always access Zoom via your web browser, to ensure you are using the latest version of the software. You should also make sure to use a strong password that you don't use for anything else.