

COVID-19 Additional Policies Document

When using social media, YFC have adopted the following policy in order to protect staff and young people engaging with this method of communication:

1. The page/profile must be password protected and the password will be held by a designated officer as well as the area director.
2. The nominated officers will act as supervisors for social media sites and will monitor its content on a regular basis.
3. Any inappropriate comments by young people (or others) should be removed by the designated supervisor. Reasons for its removal should then be explained to the person who posted the content, if they are participants in YI. Please write this up as an incident report (Appendix C) and pass on to your Area Leader/ Branch Manager.
4. Where possible the settings on the profiles should be set so that posts can be reviewed before being made public.
5. The use of personal email addresses should be avoided at all times.
6. The identity of the young people should not be disclosed (i.e. no tagging photos, no use of handles/profile names to be used in social media posts.)
7. Content of all postings should be consistent with the aims of the organisation. In cases of doubt, staff should seek advice from the branch manager/ area leader/ designated officer.
8. Staff should only communicate to young people in public/open forums (for example group messages, conversation threads on public profiles.). 2 staff must be included in any group messages. In the event of sending an email, another leader should be cc'd into the conversation.
9. Staff should avoid communicating with young people late at night/ early in the morning. Unless it is an emergency communication should only happen between the hours of 10am and 10pm.
10. In signing off posts/emails staff should not do so in a way that could be misconstrued or misinterpreted by the recipient e.g.: "xoxo". Simply sign your name.
11. If you are using emojis, they should reflect the information you are communicating. For example, music notes can be used if you are communicating about worship. Never use emojis which could be mis-interpreted (hearts, lips etc). If in doubt- do not use.
12. Parental permission is required before pictures or videos of children or young people are posted online. This is given when parents fill out our parental consent form. For this time, we will use an online parental consent form. Parents will be sent a direct link for this. Young people aged 18 and above will be sent a direct link for permission. Regardless of age, before posting on social media the photo should be shown to the young people to gain their permission for their photo to be on the site.
13. Photos should not disclose personal information about the child/young people (i.e.- school uniforms, address/location or names etc.).

Additional notes when using Instagram/Facebook:

1. When posting "Stories" on Instagram/Facebook, always highlight the story and bookmark it in the relevant section. This is so that all information that has been posted can be accessed at any time (not just for 24 hours).

USE OF MOBILE PHONES

Those leading in our programme will need to communicate with young people using mobile phones. The following apps will be used to help us communicate with the young people we regularly work with:

- Zoom
- Facebook
- Dask
- Instagram

Below is our amended policy when using these apps beginning March 2020 through to June 2020 and will be revisited and amended according to UK government recommendations and guidelines.

INSTAGRAM & FACEBOOK

Facebook and Instagram will be a useful means of communicating information to young people and parents during COVID-19. However, it needs to be used safely and carefully.

Staff member will communicate information via Facebook and Instagram and will use these platforms as “Notice-boards” to sign post and communicate the support available as well as for running competitions and interactive games among other fun things.

The following policies when using Facebook and Instagram will be adhered to:

1. Staff of YFCI will not be ‘friends/followers’ with anyone under the age of 18 who attends YFCI programmes. It is also our policy that volunteers will not be friends/followers on social networking sites with any of the young people in the group that they lead, in particular with 10-14’s (Rock Solids).
2. We do not allow young people to follow staff on social media as this allows them to see how we live our lives and we believe in healthy boundaries and staff privacy. Please ensure these are the settings you have on your personal account.
3. If young people want to engage with staff via social media, they will be encouraged to follow our community hub profiles to stay up to date with information about individual programmes.

DASK - DARE TO ASK

Dask offers a platform for young people to post questions regarding faith and life which might arise during this time. However, it needs to be used safely and carefully.

Staff members and volunteers will respond to the questions posted through videos and vlogs created to address the posted topics. Leaders are not able to contact young people directly through this app. The app is created and owned by Youth for Christ International and requires an email address to register. No additional contact information is needed.

The following policies when using Dask will be adhered to:

1. _____ and _____ will be the owner of content. No videos or vlogs may be posted unless approved by _____ and _____ .

2. All videos and vlogs must be in response to a question posted or contain content which speaks directly to a current events issue/faith question.
3. Video and vlog content must be age appropriate

ZOOM

During self-isolation, we will be using Zoom as one of the social media platforms to connect with and check-in with young people.

Zoom is a free video chat app which is widely used by children and adults throughout UK and Ireland. For information on how to set up and use Zoom please check out their website <https://zoom.us/signup>. You can also download the Zoom App from your App Store.

The following policies when using zoom will be adhered to:

1. Zoom calls should be carried out with more than one young person and more than one staff member. The call should be pre-arranged and setup in advance. There should be a log kept of this communication.
2. When this is not possible for more than one young person and more than one staff member to be involved, the meeting will be rescheduled for a time when another staff member or volunteer is available to join.
3. When scheduling a zoom, send the link to young people and your supervisor and let everyone know the date and time.
4. Inform parents of young people who will be present on the call.
5. Recommend young people to keep the door open of the room they are in whilst on the call.
6. Audio and video should be switched on by both staff and young person/ people.
7. Appropriate clothing should be worn by both staff and young people (no pyjamas, vest tops or revealing clothing).
8. Plan questions for young people (where possible) ahead of time and place these in the chat section. Any follow-up to these questions should be placed within the chat.
9. Do not allow private chat options to eliminate the chance of cyber bullying. Chats therefore can only be posted to the entire group.
10. Zoom calls should be recorded by the staff member who is running the call and saved on their computer or to the YI google drive cloud. Staff are to check that the App on their mobile is able to record before using this – otherwise they will need to use a computer.
11. Contact log to be completed at end of call and uploaded to staff google folder.
12. All staff are required to fill out a contact log after each chat and pass on any concerns to a designated officer as soon after the call as possible.

Zoom Breakout Rooms

Each Zoom call will have at least 2 staff members as part of the Zoom Call. During Zoom youth work sessions there is the opportunity to have breakout rooms. Essentially these work in the same way as if you were in the quiet room at My Hub. Staff along with volunteers and young people would move from the main meeting room into a space with a smaller group of young people. The purpose of breakout rooms are to have small group discussions which are difficult to have in the larger groups.

The following policies when using Zoom breakout rooms will be adhered to:

1. It may not always be possible in these instances to have 2 staff members in each breakout room. In these instances, current Youth for Christ volunteers, aged 18 and above will be assigned to one of the rooms with a staff member.
2. Each volunteer aged 18 and above will have read the Zoom policy and rules for engagement and will have consented to being a responsible adult in these Zoom breakout rooms and will follow the same guidelines as staff members regarding the code of conduct and rules for engagement.
3. Volunteers who will be enlisted to support Zoom breakout rooms will have been previously Garda vetted and will have been on a Youth for Christ team over this past year.
4. There will be a register of volunteers for Zoom breakout rooms kept by Youth for Christ Ireland.
5. The staff member will take responsibility for recording the breakout sessions and contact log and will keep these on file, same process as above.
6. Zoom meetings will not end in breakout groups, the whole group will be brought back to the main Zoom conference, where there will be 2 or more staff members present, before any session will end.

Youth for Christ will use the following Zoom Account for online youth work sessions

Zoom Account Name: simon@yfc.ie

Staff Members: Liam Burke, Isaac Burke, Simon Marriott, Colin Dunne, Joao Martin, Ger Evans

1. Links to Zoom meetings will be sent as private messages and not posted on public forums.
2. Meeting room options will be selected and participants will be admitted once staff verify each individual account.
3. Only the host of the meeting will be able to share screen, unless they allow others to share screen to play a game such as Pictionary etc.
4. Breakout rooms may be used by the meeting host. If this is the case at least one staff member must be part of that breakout room and they will record the breakout meeting.
5. Zoom youth work sessions will be recorded by the meeting host (YFC staff member), once the meeting is finished the recording will be stored on one computer or YFC google drive cloud.
6. Zoom chats will also be saved and stored. We will disable features that would allow participants to 'private chat'.
7. Recording disclaimer will ask participants to consent before proceeding with the group work session.
8. We will review the security features of Zoom throughout the duration of COVID-19 and make changes as and where necessary