



WIAS&S Guide to using Microsoft Teams/Zoom for Virtual Meetings & Record Meetings with Parents/CYP

Background

Since staff began to work from home in large numbers in late March 2020 due to the Covid-19 pandemic and subsequent lockdown, most work meetings have been held virtually via Microsoft Teams/Zoom/Skype.

Booking virtual meetings with parents/CYP:

Check with parents/CYP which applications would be the most suitable for them Zoom, Microsoft Teams or Skype.

Send electronic invite with this guidance pages 1-2 (copy of invite must be saved in confidential case file notes)

WIAS&S Staff:

Do:

- Conduct yourself in a professional manner throughout calls with parents/CYP & colleagues because you are representing WIAS&S.
- Conduct video calls to parents/CYP or other services/professionals/education settings from a desk or other appropriate location. Ensure you are dressed appropriately in work clothes.

You MUST blur/your background or use a background effect (which must be appropriate) when meeting with parents/CYP.

- Position yourself away from where your family members, children, spouse, or pets.
- Be punctual and courteous. Language must be professional and appropriate. Introduce yourself and take note of other attendees' so you can address them by name. Turn your phone to silent. Treat this just like you would a face to face meeting.
- Test your audio and/or video before a scheduled call.
- Look at your screen, pay attention to others and when speaking make sure to look at your camera.
- Check what you can see when you first log in as this is what others will see.

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Providing an Impartial Service to Children and Young People (aged 0-25)
with Special Educational Needs or Disabilities and their Parents or Carers

- Mute your microphone when not needing to talk to avoid any background noise.

If a CYP is in their bedroom, please ask if they can move to another room and if not request that they blur their background to respect their privacy.

- Please note: If your safeguarding training is not up to date, you **MUST NOT** conduct a video conferencing session. Refer to the WIAS&S Manager for further guidance.
- ***If at any time we feel uncomfortable during the virtual meeting, with something done or said, you should end it as soon as possible and report any concerns to the WIAS&S Line Manager by email and/or the safeguarding team (and must be added on case notes).***
- Only use WIAS&S licenced Zoom, SSA Microsoft Teams or Skype.
- On completion of the on-line conversation update confidential case file notes.

Don't:

- Conduct a video call if it would be improper for a face-to-face meeting.
- Multi-task; your audience will be aware.
- Shout; the other participants will tell you if they cannot hear.
- Click your pen, tap on your desk or anything else annoying or distracting.
- Eat or drink, other than water/tea/coffee – with parent and CYP meetings.
- Leave multiple applications open during the call as it may affect the quality.
- Wear stripes or heavy patterns creating pixilation of images.

Useful further guidance

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/internet-connected-devices/>