

START - Guidelines for online sessions

The following guidelines are provided in order to ensure a welcoming and safe remote environment in which people can take part in the various online wellbeing activities offered by START and as a guideline to behaviour within a group.

1. We need to take on START's commitment to equal opportunities. This means no one should be judged on the basis of their racial origins, religious beliefs, disability, background, age, size, sexuality, gender or their personal circumstances.
2. The obvious things are that it is important to avoid jokes, comments or discussions that make others feel uncomfortable. This would include those that are racist, sexist, anti-disabled, homophobic, religious, political or any others that might be considered offensive. There should be no verbal abuse of any kind.
3. You can choose to have your video/camera switched on or off. If it is on, remember that everyone else on the Zoom will be able to see you and the room behind you so please dress appropriately and not in nightwear. If you need to use Zoom from your bedroom, please ensure you are up and out of your bed and check your environment for anything you may not wish to be displayed. It is possible to add a virtual background so that your home environment is not on display.
4. It is important that you do not share the Zoom link publicly (including via social media) without permission from Start, or invite any friends or family members to join. This is to prevent unauthorised people joining the session and disrupting it and ensure there is a manageable number of people in the session.
5. We need to respect confidentiality and members should respect each other's right to privacy. Whilst we encourage friendships, participants who exchange mobile numbers, any details and content/communication on social media must respect that individual's right to privacy. No-one has to exchange contact details with others on the call if they do not wish to.
6. No-one will be allowed to remain within a Zoom session if suspected of being under the influence of alcohol or non-prescribed medication.
7. For safeguarding reasons, no under 18s will be able to book onto the online sessions and should not join the call.
8. No-one should be subjected to harassment, canvassing or campaigning of any kind including religious or political pressure.
9. If anyone becomes concerned about another participant's welfare, they should tell a member of staff immediately. The member of staff will then follow this up.

10. No participant, volunteer or staff member should be subject to abuse or aggression of any kind
11. Smoking or Vaping is not permitted on camera whilst in a Zoom session. Please move away from your camera or turn it off if you require a break.
12. No participant is allowed to record the session or take screenshots or pictures of others on zoom
13. No member of staff can accept private messages from participants or volunteers on their own personal web site/social media or on their own business web sites/social media, this is due to confidentiality and for safeguarding members and staff boundaries. Therefore, friends request etc., cannot be accepted on personal web sites.
14. Whilst we appreciate zoom sessions take place in your own home people phobias can translate across digital imaging. Therefore, where possible please do not have pets present during the session, we understand that animals may pass but any animals that live in tanks, cages, etc should be out of sight where possible.
15. START reserve the right to remove anyone from the online session who is in breach of any of the above guidelines