



## Our Guide to Video Calls during Covid-19



During this unusual time, we are finding new ways to continue to support and work with as many of the children and young people we would normally see.

It is new to us to use phone and video calls to 'see you'. We hope these tips will help us all to feel more confident to use these technologies together safely.

### What we will do:

- We will be respectful and professional, in the same ways we would if we were to see you face to face.
- As we are also at home, we will minimise disruption and make sure that no one else can hear our conversation.
- We will find out how you would like us to communicate with you and to see if you feel comfortable using video chat.
- We will not record our calls unless we have agreed this before.

### What you can do:

- Check with us or your parent/carer what time we will call so that you can be ready and prepared.
- Have a parent/carer or trusted adult in the room while we are on the video call.
- It can be very distracting if there is lots of noise, let us know when the best time to call you would be.
- Let us know if, at any point, you feel uncomfortable and would like to stop the call.

