

## Arts Emergency Online Safety Guidance

If you will be mentoring remotely at any stage in the year, please ensure that you read through this online safety guidance and

- 1) Acceptable platforms for remote mentoring.
- 2) Successful remote mentoring.
- 3) Online code of conduct.

### 1) Acceptable platforms to use for remote mentoring:

Tools you can use for remote mentoring:	Pros	Cons
Phone Call	<ul style="list-style-type: none"> <li>● Most people have access to a phone, either a house phone or a mobile.</li> <li>● Many people have free phone calls on their phone plans.</li> </ul>	<ul style="list-style-type: none"> <li>● It's important to consider the credit limit/contract options we each have on our phones.</li> <li>● It is important to discuss as a pair if either of you are happy to make a call that can last for an extended period.</li> </ul>
<a href="#">Skype</a>	<ul style="list-style-type: none"> <li>● You can chat/post links as well as video chat.</li> <li>● Free on wifi</li> </ul>	<ul style="list-style-type: none"> <li>● Requires a skype account or microsoft account.</li> </ul>
<a href="#">Facetime</a>	<ul style="list-style-type: none"> <li>● It's easy to do using the app.</li> <li>● Free on wifi.</li> </ul>	<ul style="list-style-type: none"> <li>● It does require both parties to have an iphone/apple product.</li> </ul>
<a href="#">Whatsapp Video</a>	<ul style="list-style-type: none"> <li>● It's easy to do using the app.</li> <li>● Free on wifi.</li> </ul>	<ul style="list-style-type: none"> <li>● You might have to find somewhere to rest your phone if you want to take notes.</li> </ul>
<a href="#">Google Hangout/ Google Meet</a>	<ul style="list-style-type: none"> <li>● Works connecting computers/laptops</li> <li>● You can chat/post links as well as video chat.</li> <li>● Free on wifi</li> </ul>	<ul style="list-style-type: none"> <li>● Requires a Google account</li> <li>● Requires two computers/laptops</li> </ul>
<a href="#">Zoom</a>	<ul style="list-style-type: none"> <li>● Works connecting computers/laptops</li> <li>● You can chat/post</li> </ul>	<ul style="list-style-type: none"> <li>● Only 40 minutes of free call time - paid subscription for any more.</li> </ul>

	<p>links as well as video chat.</p> <ul style="list-style-type: none"> <li>● High quality and offers break out rooms</li> <li>● Secure with passwords and waiting rooms</li> </ul>	
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**Arts Emergency will review these options each year and renew the list of acceptable online platforms to use in accordance with any changes or updates to the platform’s security and accessibility.**

**2) Successful remote mentoring**

**Key points to consider for successful remote mentoring:**

- **Arrange a set time and date in advance**, as you would for a face to face meeting.
- **Discuss together what method works best for both of you.** For example, do you both have the technology/WiFi available to use video calls?
- **Make sure you’re in an environment that has minimal distractions around you.** For example, don’t have your meeting in a room with the TV on!
- It’s a good idea to **set an agenda** in advance of your meeting so that you can ensure you have focus throughout the session, as you won’t have the visual stimulus immediately in front of you as you may do in real life. What do you want to speak about/achieve in your chat?
- **Send documents/links to one another in advance of your meeting.** For example, if you planned to look through a personal statement together, this should be shared in advance of the remote meeting.
- **Record the outcomes of your meeting** and the goals you set from it for you to then revisit at your next meeting.
- **Communication is key:** keep each other and us up to date on how you are, any concerns and questions that you have.

**3) Online code of conduct:**

Keeping you both safe online is our priority.

**Ensure that you:**

- Agree together on a platform before reaching out via a video call. Consent to participate in the video chat means that you will be sharing their personal data online, such as your email address in order to sign up. Ensuring you are both comfortable with whatever platform you choose is essential.
- Keep video calls to appropriate hours that you would meet in person. For example, we would advise that you don’t speak before 8am or after 8pm.
- Never add or accept your each other on social media, or communicate via a social media channel.

- As a DBS'd Arts Emergency volunteer, if you have arranged a meeting with a contact through the Wish List or with one of your colleagues, you must always be on the video call with the contact.
- As a mentee, you should always ensure that your mentor is CC'd into any email communication that you have with a contact who is not your mentor or a member of the Arts Emergency team.
- If possible avoid using public WiFi where connections may not be as secure as your private connection.
- If possible avoid video calling from your bedroom. If a bedroom is the only private space in the house try and make your background as neutral as possible.
- Do not allow or engage in inappropriate and sexual online communications.
- Do not make sexually suggestive comments, even in fun.
- Do not record the video call.
- Do not take screenshots of the video call.
- Do not have anything that could cause offense in the background whilst on a video call. For example, pornography.
- Do not undress on a video call.
- Do not have your address on show.