# LEWISHAM YOUTH THEATRE

## ONLINE ACTIVITIES POLICY
*This policy forms a part of LYT's Technology Usage and Social Media Policies*

Due to social distancing measures linked to the Coronavirus pandemic in 2020, LYT has begun developing ways of engaging with our participants online in order to continue to live up to our mission and the spirit of our funding agreements. We recognise that the development of these digital interactions may have longer application than the current moment.

Our goal for all digital interaction is to help our participants:
- connect, and reduce the effects of social isolation
- expand their creative understanding
- creatively express their experience of the current moment

LYT is currently using Zoom for online activities. Digital performances or other online events may be shown through our YouTube channel or on our Facebook page. We will utilize our Facebook page and Website for outward-facing activities, such as videos or downloads created by workers.

**Code of Conduct for Online Activities:** *Everyone involved in LYT's activities, whether online or face-to-face, should follow our Terms & Conditions, Anti-Bullying, Safeguarding and Equal Opportunities policies, which can be found on our website.*

At the start of an online project group, group leaders should ensure participants are aware of expectations for safer online activities:

*"We are committed to providing a space where every participant can feel welcome, valued and effective.  By taking part in LYT, you agree to work with and act respectfully towards people who may be different to you."* – from LYT's Terms & Conditions

**Principles of Safer Online Activities:** We expect all participants and workers to help us keep everyone in the group safe by acting respectfully to all. In digital sessions, you can also do this by:
- Only use your first name and first initial in your profile (e.g. "Jane D.")
- Make sure everyone in your house knows that you will be on a live video chat. Try your best for them not to be on camera (except parent/carers of under 11s).
- Make sure you wear appropriate clothing – as if you are attending a physical session. Talk to those in your household to make sure they wear appropriate clothing if they might come in the room with you.
- Do not take screen shots or record activities, unless instructed to do so by a group leader.
- Do not share things that are not related to the group activity (eg pictures, links or information about other events/activities). If you're unsure if you can share something, check with the group leader first.
- Online communication can be easily misinterpreted. Make sure that you speak to and message people respectfully, and talk to your group leader(s) if something upsets you.

*If you are concerned about anything you see or experience during an online session, you can message your group leader(s) in the session privately, or text/call/email them to express your concerns. They will listen to you and decide with you a way to resolve the situation.*

If you don't feel comfortable talking to your group leader(s), you can talk about your concerns with Helen Stanley, Artistic Director by calling/texting 07960 095 064 or emailing h.stanley@lewishamyouththeatre.com.
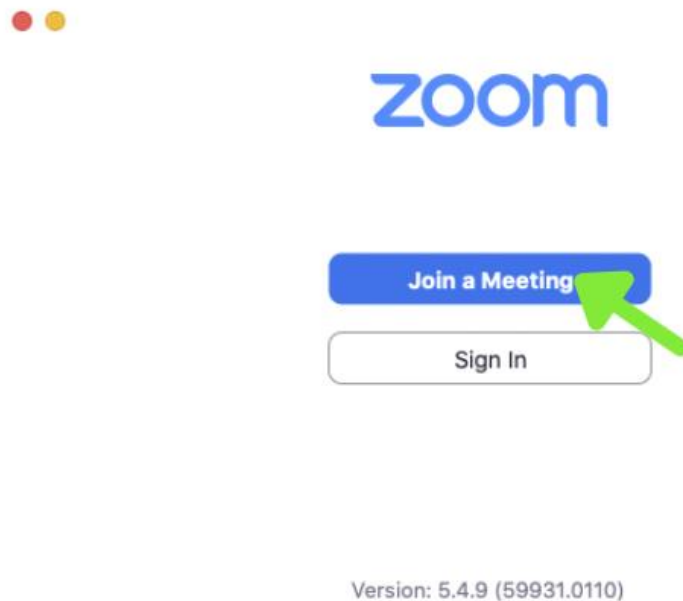
<u>**Access to Online Activities :**</u>

**Remember:** The invitation to the online session (with link and password) is only for you. Do not share this with others or post it on social media.
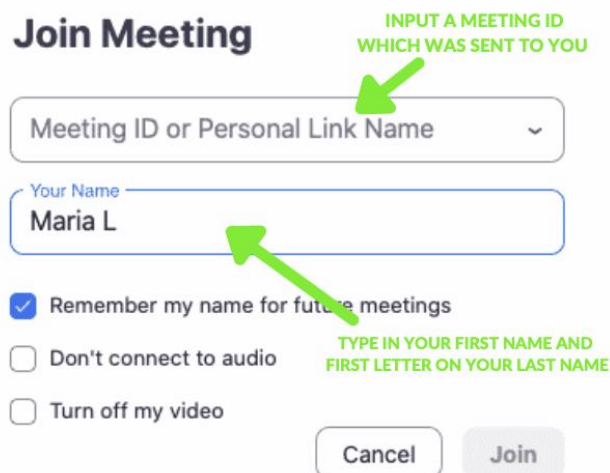
**How do I sign in?**

**There are two options to sign in to the meeting:**

**A) Recommended**

Choose 'Join a Meeting' from the Zoom app (You **do not** need to have a Zoom account or to sign in to join the session.)



- If you choose 'Join a Meeting', you will be able to type in the Meeting ID and password, which you can find in the email we sent you.



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- Make sure the 'Your Name' box has your first name and first initial of your last name. We may not be able to let you into the session unless we know who you are.
- Once you type in the meeting ID and your name- click JOIN

- You will be asked to input the password and be given an option to 'Join with Video', before being taken to the waiting room.

B) You can click the link **which we have sent you.**

   **You will be asked for permission to open your Zoom app. Click Open zoom us.**
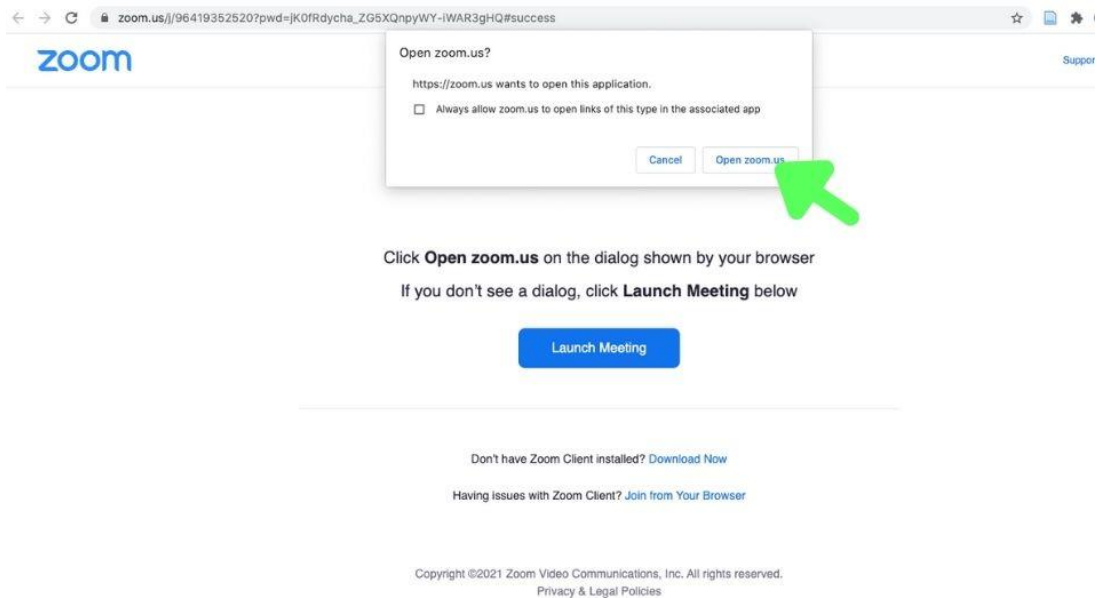


- You will be taken on to the waiting room.
- It is important that we know who you are before we let you in to the session. Using this way of signing in to the session doesn't allow you to change your display name please **use Option A to sign in to the session** when possible.

**What is a Waiting Room, and what should I do while I'm waiting?**

- Once you've logged into the session, you'll enter a 'Waiting Room'. You can log into the 'waiting room' from 15 minutes before the session starts.



Thanks for joining the session! We'll be with you soon.

We'll start letting participants in one at a time about 5 minutes before the session time. Please make sure you're logged in with your first name so we know who you are. Give Helen a call on 07960 095 064 if you need help.

- While you are in the waiting room, LYT staff can see that you are waiting. We may send you a message, but you won't be able to message us through the Zoom app.
- While you're waiting, make sure your video and audio are working before the session starts.
- If you're having trouble, call or text the session lead- the number is displayed in the waiting room.

### How do I get the most out of the Zoom sessions?

- You'll get the most out of the sessions if you're able to use a laptop or computer and be hands-free. If you don't have access to a laptop/computer see on the next page about our Device Loan programme.
- Zoom works best if you are able to download the most up to date app onto your computer. (You must download the app if using a phone or tablet.)
- Try to be in place where there isn't a lot of other noise (eg other people talking, watching TV, etc.)
- If this is not possible, using headphones can help you focus on the session and cut out any background noise
- Make sure the camera shows your whole face. You may need to prop your device up so that you are fully in frame.
- Make sure that you have enough room to stand up and do some physical movement (eg for a warm up) while still being in front of your camera.

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**Trouble Shooting**

You will get the most out of LYT online activities on Zoom if you are able to access the activities from a laptop or computer, and if you have a reliable internet connection with download and upload speed of at least 3Mbps. This will ensure that you are able to participate hands-free and see everyone in the session.

**Device Loan Programme:** If you do not have a laptop or a computer or internet connection, LYT can loan you a basic laptop and/or MiFi device for the duration of your project through our device loan programme. Please contact the project lead for more information.

**Internet Trouble Shooting:** If you are having trouble with your internet connection, try these trouble shooting tips:
- Check your connection speed at www.speedtest.net
- Close other applications or windows that you have open
- Re-start your modem or router
- Move your device closer to your router or plug your device in to an Ethernet cable directly from your router
- In Zoom video settings, switch off 'Enable HD' and 'Touch Up My Appearance'. To get to these setting, click the up arrow next to the 'Start Video' icon.
- Turn off wifi on other devices

**More Help:** LYT has a staff member assigned to provide pastoral support on each session. This includes helping you as much as we can to troubleshoot technology problems and access online session. During a session, let the pastoral team member know that you need help or text the staff lead.

If you're concerned about accessing the session or want to practice using Zoom, we can set up a practice meeting with you so you can get used to the programme. Contact the staff lead on your project to set up a meeting.

**Recording of Sessions and Digital Performances**

LYT will always seek participant and parent/carer permission before we record a session or part of a session.

We may want to record a session or part of a session to:

- Record the evaluation of a project to make it easier for us to write up evaluation notes. These recordings will not be shared and any resulting material (eg written quotes) will only be shared anonymously.
- Collect material for a future digital performance. (This will only be if you are in a performance group and working towards a performance in which digital media is necessary.)
- Record a rehearsal in order to better give feedback on your performance.

Digital Performances (either live or pre-recorded) will usually be shared through a private medium. For instance, as an unlisted event on YouTube or a password protected meeting on Zoom. If sharing via a public medium (eg Facebook page), we will consult with the group regarding the length of time the video will be available and will take the video down after this time.

If you have concerns about how any of your (or your child's) footage will be shared, please contact the group leader to discuss your concerns.

**Permission for and Supervision of Online Activities**

We will seek separate permissions for the following activities:
- Taking part in a closed-group online session, where your video or icon/name will be seen by those attending the group. You will have the option of turning off your video if you don't want to be seen live.
- Recording of sessions or part of sessions for rehearsal, preparation for digital performance or evaluative purposes
- Sharing of digital images online, whether live-streamed or recorded

Permission should be given by email or text. Verbal permissions should be followed up with an email or text.

If you are over 16, you will be able to give permission for your own participation. By taking part, you give their permission for their video or icon/name to be seen by those attending the group.

If you are under 16, we will need to hear from your parent/carer to tell us that you have permission to take part in an online session and activities.

If you are aged 11 and under, a parent/carer will need to supervise you while you attend the online session. They do not need to be present all the time, but need to be aware of what you're doing and checking in on you.

**How We Will Keep Everyone Safe Online**

Online Activity Staffing:
- The adult-child ratio for online activities will be raised, and should be at least 1 adult to 6 children under 16 and at least 1 adult to 8 children if 16-18.
- At least 2 group leaders or 'hosts' will deliver all LYT online session.
- A paid LYT staff member will be responsible for the pastoral care of the group (just like in our face-to-face sessions!), including helping group members access the session.
- We aim to have at least 2 adult volunteers in each session

- All small group work ('breakout rooms' in Zoom) must have at least 1 adult present
- Adults should not be in a session or a 'breakout room' alone with a participant. If a one-to-one chat is necessary, a worker may contact the participant by phone, or enter a 'breakout room' with another worker or volunteer.

**Breakout Rooms (over 16s):**

As a general rule, the staffing ratios above will be used for breakout rooms. If participants are over 18, or in a mixed group of 16+ with a majority of 18+, there are some instances when groups may use breakout rooms without a staff member present for the entirety of the breakout room.

In these cases, Project Leads will ensure that:
- Participants know how they can report anything that makes them feel uncomfortable
- Participants know the length of time they will be in the breakout room
- A worker pop-ins or communicates with breakout rooms at least every 20 minutes
- Participants re-enter main room to check back in with project leads before leaving

If there are mixed groups of 16+ and 18+, staff leads should appoint one of the members aged 18+ to take responsibility for the well-being of the group. Ideally, this member will have been a volunteer with LYT and will have training in reporting safeguarding concerns. If they have not received safeguarding training, the staff lead will talk to them before the session to ensure they know how to report concerns.

Under 16s should not be in breakout rooms without a worker or adult volunteer present.

<u>Before The Session</u>

- **Instructions to Join:** We will send you an email or text with instructions on how to join the group.
    - We'll send you a link, meeting ID and a password. These are only for you.
    - To make sure only those who are supposed to attend have access to the session, don't share this link with others or post it on social media.
- **Waiting Room:** When you join the session, you will enter a 'Waiting Room' – this is a screen that let's you know that you're waiting to come into the session. The Waiting Room helps us make sure that only those who are supposed to be in the session are able to access it.
    - We recommend that you join the Waiting Room before the session is due to start.
    - We will get a notification that you are waiting.
    - We will let participants in to the meeting one by one to make sure your technology is working
    - You will not be able to see or talk to others in the group while waiting.
    - If you are having trouble, the Waiting Room message will include a number you can call for help
- **Informal Time:** Your group may agree to have some time – usually about 15 minutes - before the session starts and/or after it ends to chat informally with session leads and each other. You do not have to attend this informal time, but it may help you get to know others in the group better and feel more comfortable in the online session. The session leads will talk to the group about this at the beginning of the project.
- **If you do not 'arrive':** If we are expecting you for an online session but you do not arrive, we will follow normal LYT policy and contact you and/or your parent/carer to make sure that you are ok. If you know that you will not be able to attend the session, please text or email the session lead to let them know.
- **Your Concerns:** If you have any concerns about joining an online activity, give your group leader a call before the session. We can talk you through what will happen and the plan for the session. We can also demonstrate the technology so you feel more comfortable.

<u>During The Session:</u> We ask that everyone in the session follows the behaviour that would normally be expected during a physical group session, including:

- turning off your phone and any other notifications on your computer or other device
- listening respectfully when others are talking. (The session lead may choose to 'mute' participants and 'unmute' them when it's their turn to talk.)
- Focus on what's going on in the session and take part in the activities.
- Make sure that your face is fully visible and that you are looking at the screen when others talk.
- Don't talk or gossip about others, whether they're in the session or not.
- Be aware of how others might be feeling. Try to make sure everyone feels welcome and respected.

When using Zoom, we will use some standard settings to make sure everyone feels safe:

- **Chat:** You will be able to send messages to the Host and, depending on your group agreement, to the whole group. You will not be able to send private messages to individuals.
- **Screen Share:** Only workers will be able to share their screens (although the host may allow you to share your screen if needed for the session.)
  - When sharing a screen, all workers and participants should ensure that their screen and desktop is free of inappropriate content or any content that might share data not related to the session. (*This means that your email account should be closed and you should make sure no documents with individuals' data are open on screen.*)
- **Breakout Rooms:** For smaller group work, the session lead may split the group into 'Breakout Rooms'.
  - At least one adult will be in each breakout room
  - You'll be able to 'raise your hand' to ask for help from the host while in the breakout room
  - Make sure to join the Breakout Room that you've been assigned and re-join the main session when instructed by the session lead.

<u>After The Session:</u>

We want to make sure you have a good experience of the online sessions, and we need your feedback to do this. You can give us feedback by:

- **Talking to the Session Lead:** If something has upset you in the session or if you want to give more in-depth feedback, you can call or email your session lead.
- **If you don't want to talk to the Session Lead**: It's important that you tell us if something has upset you in the session – whether about another participant, a worker or volunteer, or your access to the technology – we need to hear from you in order to make sure you can have the best experience possible.

  If you don't feel comfortable talking to one of the LYT staff members in the session, contact:
  - **Helen Stanley**, Artistic Director – h.stanley@lewishamyouththeatre.com or call 07960 095 064

  - **Victoria Shaskan**, Executive Director and Designated Safeguarding Lead – victoria@lewishamyouththeatre.com or call 07375 940 551

  - **Mairi Hayes –** Trustee (Board Safeguarding Lead) – mairihayes@hotmail.co.uk

We are still learning about how best to deliver our programmes and activities online. We expect this policy to be updated regularly as we continue to develop these methods and as we collect feedback from our participants, families and audiences.

Policy Date: January 2021