



Colourful Minds

Virtual Peer Support Policy – Nov '20

Colourful Minds is committed to supporting its service users when having to hold virtual peer support meetings if face-to-face meetings are not possible. This policy addresses the procedures which must be followed when attending virtual peer support for Colourful Minds. It also covers the need for data protection and confidentiality with regards to the Colourful Minds WhatsApp group chat

Etiquette during Virtual Peer Support Meetings

- Do not take covert recordings of meetings.
- Notify the Chairperson/s of any objections they have to the meeting being held virtually.
- Notify the Chairperson/s of any objections they may have to a recording being made.
- Be respectful of the rights of individuals who do not wish to be recorded.
- Be respectful of other opinions.
- Do not share any personal information of any service users outside of the meeting.
- If you believe there to be a safeguarding issue, contact the Chairperson/s who will deal with it appropriately.
- Ensure they have a quiet space that is well lit, that their camera and microphone work well, that they will not be interrupted and that the environment is confidential, using headphones where appropriate
- Ensure they do not join sensitive video and audio conferences in public

Confidentiality, Security and Data Protection

Full consideration will be given to the privacy and security features of the chosen remote meeting platform and software will not be used if the security provision is insufficient.

The meeting shall **not** be recorded on any digital device or programme used by the secretary or Chairperson/s unless:

- The intention to record the meeting is made clear to all attendees prior to the recording being made, with the opportunity to express any objections.
- All service users provide consent to the recording taking place.

- It is agreed that recording the meeting will assist with the accuracy of creating a written record of the meeting or educational purposes.

If attendees agree to the recording of the meeting, the following must apply:

- At the meeting, before recording is commenced, the Chairperson/s will notify all service users that recording will take place.
- Committee members who are not present at the start of the meeting will be notified upon their arrival that a recording is being made.

Etiquette when using WhatsApp

- Be polite and respectful
- Do not share or save anyone else pictures or media from the group elsewhere unless consent is given.
- Do not share or save anyone else phone numbers from the group elsewhere unless consent is given.

All actions taken by Colourful Minds, including the creation, storage, retention and disposal of recordings, will be in line with the provisions of the Data Protection Act 2018, GDPR and Freedom of Information Act 2000, Safeguarding Vulnerable Groups Act 2006 where relevant.

Confidential items will only be included within a recording of a meeting if the purpose and intention of the recording of the item is clear and justifiable.

Data will only be shared by Colourful Minds if there is to be believed there is a safeguarding issue.

Disclaimer

Colourful Minds strives to ensure that information and services mentioned in this document are to the best of our knowledge correct at the time of publication.

By signing below, I acknowledge that I have read, understand, and agree to the terms above regarding virtual peer support meetings for Colourful Minds.

Name: _____

Signed: _____ Date: _____

Policy to be reviewed – Nov '21