Boys & Girls Clubs
of Central Vancouver Island

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Online and Virtual Programming Guide for Staff and Participants (April 2020)

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# BGCCVI Online and Virtual Programming Guide for Staff and Participants

## Contents

## Introduction

The Boys and Girls Clubs of Central Vancouver Island recognize that face to face service delivery is always our preferred method of interaction with the children, youth and families we serve. Our staff much prefer utilizing their skills and expertise engaging, teaching, leading and supporting participants and their families through face to face interaction however organizationally we must sometimes balance that preference with individual and community safety considerations.

As such, there are times in which online/virtual contact will be used on occasion to maintain contact and ensure ongoing support for those we serve. Online/virtual supports may be used in the following situations:

- During pandemic outbreaks where face to face interaction is not encouraged.
- When travel/road conditions do not allow for safe transportation.
- Other situations as approved by the Director of iCYFS.

Please note that all participants using online/virtual services through Zoom or other platforms should have filled out one of the following consents:

- BGCCVI Virtual Program Acknowledgement and Guidelines (CYFS & PBS)
- BGCCVI Virtual Program Acknowledgement and Guidelines (Youth Programs)
- BGCCVI Virtual Program Acknowledgement and Guidelines (Parent Programs)
- BGCCVI Virtual Program Acknowledgement and Guidelines (CCEL)


In addition to this document, please also refer to the Boys and Girls Clubs of Canada Virtual Programming Guide which also provides helpful tips and programming ideas for virtual support.

## Safety Considerations in Virtual Programming

Boys and Girls Clubs provide a safe and supportive environment where children, youth and families can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life. Clubs are stepping forward in this unprecedented time in Canada's history to provide safe, accessible and innovative virtual programming for vulnerable children and youth. Now more than ever, the safe space, the relationships with caring adults and the supportive interactions with peer groups that are the foundation of Boys and Girls Clubs are needed for vulnerable children and youth across Canada. However, moving Club programming online creates new risks to child safety.

**Blurred Boundaries:** First, online programming creates a change in boundaries between staff and program participants. We know that setting and maintaining appropriate boundaries helps prevent abuse. When programming moves online, it changes previously established boundaries. It is easier for staff to step outside of the role that has previously been set. Club program participants, colleagues, and parents may be less clear about what is unacceptable boundary crossing or "red flag behavior".

**Less Supervision:** Second, there is a risk that online programming is less closely supervised than usual Club interactions. There is an opportunity for interactions with program participants to move from a public platform to a private one. Colleagues and parents may be less able to monitor interactions between staff and program participants or be less clear about when or how to report concerns.

**Unauthorized Access to Children:** Third, there is a risk that predatory adults may try to access program participants through technology platforms used by Clubs. Just as you would prevent strangers from entering your Club and interacting with program participants, you must do the same for online activities.

**Peer-to-Peer Abuse:** Finally, online interactions open the door to peer-to-peer abuse, including sexual exploitation and cyberbullying.

# Guidelines for Program Areas

In order to protect the safety for all children and youth when offering online programming, and ensure confidentiality for everyone involved, Clubs should adhere to the following guidelines.

# Avoidance of 1 on 1 Contact

1 on 1 contact between Club staff and program participants should be avoided to ensure the safety of Club staff and participants. This includes 1 on 1 contact at any time at the Club or outside of it (online). Some BGCCVI programs have limited exceptions to this rule for certain activities or situations.  At BGCCVI, the exceptions for this rule applies to the following:

- Child Youth and Family Services (CYFS) Program where Child and Youth Care Workers are permitted to connect with children and youth in the program 1 on 1.
- Positive Behaviour Support (PBS) Program where Behavioural Consultants and Behaviour Interventionists are permitted to connect with children and youth in the program 1 on1.
- Child Care and Youth Programs when approved by the appropriate Director when the situation warrants it and is in the best interest of the participant.

The controlled 1-1 contact that applies to in-person interactions between staff and program participants in programs that are not exceptions must be maintained in online interactions. In order to enforce this rule, it is helpful to have staff and participants understand the recommendations below.

**Recommendations**
1. Staff are discouraged from communicating directly with individual program participants through digital means unless approved by the parent/guardian and/or the communication is part of normal program service.  Exceptions to this rule are the CYFS program, PBS program and Youth Programs.  For Child Care and Early Learning (CCEL) programs, any individual communications must be directed to parents. This applies to all parameters of the programming (e.g. the sessions, the log-in information to access the sessions, etc.).
2. Communications and/or online session information to program participants should whenever possible include all program participants.
3. Staff/volunteers must use official Club group accounts (Zoom), and ideally Club-owned technology, to interact with program participants online. They are prohibited from using personal social media or email accounts to communicate with Club participants without prior SLT approval.  Communications must occur during normal program hours.  This applies for all BGCCVI programs.
4. Staff must set appropriate restrictions to maximize the privacy on their own personal social media accounts, ensuring that Club program participants cannot

view or post content. They must refrain from sending or accepting friend requests from program participants or liking content in program participants' personal social media accounts.  Any exceptions must have documented SLT approval.  This applies for all BGCCVI programs.
5. Where possible, for live/interactive programming, an additional staff or supervisor should be online monitoring the staff delivering programming.
6. For group sessions the staff person should be the registered host for the meeting with the ability to stop video/sound for all participants, remove a participant from the group and end the session for all when necessary.

## 1.1.    Caregiver Education

Caregivers can play a key role in protecting their children, and it is the Club's responsibility to equip them to effectively supervise their children's online interactions. Make sure that parents/guardians understand how the Club will use online platforms to interact with program participants and how they can support the process. Parents/guardians and participants should be told what the expectations and guidelines are around the programming and its delivery and how to report any concerns to BGCCVI. Be sure that parents/guardians have read and consent to the platform's (Zoom) terms and conditions related to privacy and data collection. Encourage parents/guardians to supervise program participants while online and where ever possible, be available for the staff/volunteer to contact them with any concerns.

Caregivers may be directed to https://protectkidsonline.ca/app/en/ offered by the Canadian Centre for Child Protection to learn more about helping their kids stay safe online.

## 1.2.    Choice of Technology Platform

There are many platforms available for delivering live/interactive online programming. When selecting a platform BGCCVI has/will choose a platform carefully. Consideration of the platform's terms and conditions related to privacy and data collection will be strongly weighed in the decision process.  BGCCVI also relies heavily on the recommendations and suggestions from the Boys and Girls Clubs of Canada.

In addition, ensure that any computers, websites, cell phones, or other software have secure passwords that are required for accessing that technology platform.

*BGC Canada has suggested Zoom for online service delivery.*

## 1.3.    Technology Protocols

No matter which technology platform is used, BGCCVI must take steps to protect program participants' privacy and block access by any unauthorized users. BGCCVI staff should have a way to know the program participants in their session are part of their program; their session is not open for young people (or others) to join. As a policy, BGCCVI staff should be sure the technology they select requires verified login (perhaps using e-mail address) and allows them to see the names of participants.

BGCCVI can enforce appropriate communication by enabling/disabling platform features:

- Enable chat logging for all chat communications, but do not record program participants in a session. You may record a session led by facilitators (featuring only facilitators) for others to review.
- Prohibit private communications between staff and program participants and between program participants themselves.  On BGCCVI Zoom accounts, all private chats have been disabled by default.
- Prohibit file sharing, screen sharing, and recording by program participants.  On BGCCVI Zoom accounts, all recording options have been disabled by default.
- When possible have the staff/volunteer sign in using the host credentials so that a 'Waiting Room' can be utilized.

*See section below on Zoom for more specifics for that platform.*

## 1.4.    Creating a Safe Atmosphere

It is the BGCCVI staff's responsibility to create a safe atmosphere.

In the first session, establish member codes of conduct and confidential guidelines for discussion. Program participants should be told that at no point should they share any of the following via the live meeting: e-mail address, social media address(es) or locations to personal profiles, mobile number, or other personally identifiable information.  It is helpful to provide internet safety training to program participants and/or parents/guardians prior to communicating online with them. This is something that can be emailed out prior to the session along with the group guidelines, code of conduct and acknowledgements that are required.

Staff must respond quickly to any inappropriate behaviour online. They must document incidents and report them immediately. Staff should contact the Director of iCYFS or Director of CCEL if they see other staff not following the recommendations around participant interactions or misusing technology. Staff should also report any concerns they have about a child (as they will be seeing a child's living environment and may

hear concerns from a child). Remember that BGCCVI staff and volunteers have a Duty to Report any disclosed, observed or suspected child abuse and/or neglect. In group settings online, BGCCVI staff should watch youth-to-youth interactions and keep an eye out for potential instances of cyberbullying.

BGCCVI staff should ensure the websites and/or other distance experiences they select are appropriate for their audience. Check all tools before messaging outward.

Practically speaking, if using video, be mindful of any items that may be in the background. Also be aware of any confidential items on your desktop which could be viewed by others when sharing your screen.  Select quiet spaces with little background noise and no distractions. Personal areas like bedrooms and bathrooms are off-limits for any online interactions.

## Appendix A:  Zoom Controls and Tips

After consultation with other Clubs and organizations, and taking into account security and safety for participants, BGCCVI has chosen Zoom as the online platform of choice. To assist staff and participants with this new technology we have created some tips and suggestions for accessing and using online Zoom services.  You can also find additional Zoom support through their website.

You can also find support resources online at support.zoom.us.

## Tips for new users:
- **Log in a few minutes early** to ask for help and work out any unexpected kinks.
- **Sit in a well-lit room**. Try to avoid being backlit (bright light coming from behind you).
- **Consider using earbuds with a microphone** if you have a noisy household.
- **Position yourself** close enough to your device's camera so that the frame is made up of your shoulders and head.

## Basic Controls:
At the bottom of the screen, you should see options to **mute/unmute, stop/start video, view a participant list, chat**, and leave the meeting. If you don't see these options, move your cursor around in Zoom.

## Rename Yourself:
It's helpful for other participants and staff to know your name so we can all better connect with one another!
1. Hover your cursor over your own video box on the screen.
2. Click the blue **…** in the upper right corner.
3. Click **Rename.**
4. Enter your first name and last initial (or more).

## How to ask a question, share a comment, get the facilitator's attention:
**In a small group/individual session**: unmute yourself or **wave your hand** on video.
**In the larger, main group**: use the **chat** or **raise your "digital" hand**.

1. In the control panel at the bottom of your window, click "**Chat**". In a new window (or side, right panel on your screen) a chat box will open. Type in your question, comment, etc.

2. **To raise your digital hand,** click **Participants** (see screenshot above). In a new window (or side, right panel on your screen), you should see a list of participants in the call. At the bottom of this list, click **raise hand**. This will notify the hosts that you want to speak. If you don't see this option, click **more.**

## Mute/Unmute & Sound Troubleshooting:

When you join the call, you may automatically be muted. Unless you are speaking, **please keep yourself muted** to minimize background noise for everyone. When the host/staff/leader invites you to speak, please unmute yourself. If you forget to mute yourself following, the Producer may mute you. For large calls, you may not have the ability to mute/unmute and the host/staff/leader will do this for you.

**1.** To **Mute/Unmute**: click the microphone icon.
**2.** To troubleshoot audio or microphone issues (you can't hear us or we can't hear you), click the chevron (up arrow) to the right of the Mute/Unmute mic icon. Under **Select a Microphone** or **Select a Speaker**, click the alternative option to what is default.

## Video On/Off:

If you can have your video on, please do! Seeing each other helps us connect more deeply.
1. To **Turn Video On/Off**: click the video camera icon (to the right of the microphone in the above screenshot).

## Video format – who you're seeing on screen:

You can choose between **Gallery View** (viewing up to 49 people at a time depending on your device's capacity) or **Speaker View** (focusing in on whomever is speaking). For presentations, we recommend Speaker View and for group activities, we recommend Gallery View.  In the top, right side of the screen, you will see an option to switch to whichever mode is not currently activated. Click **Speaker View** or **Gallery View** to change between.