

# WORKING ONLINE GUIDELINES

## 1. SCOPE

This guideline applies to all paid staff, trustees, volunteers, freelance staff, sessional workers, trainees, students or anyone working on behalf of Art Refuge (hereafter referred to as “staff”), or coming into contact with service users (directly or indirectly) for the purpose of Art Refuge activities.

This guideline applies to the delivery of Art Refuge services and communications conducted through online platforms, including video conferencing, email and other digital communication tools.

## 2. PURPOSE

This guideline is intended for all freelance art therapists and artists (facilitators) when delivering Art Refuge services through online or remote platform.

## 3. GUIDANCE

### A. CONDUCT DURING VIDEO/TELEPHONE PSYCHOSOCIAL GROUP SESSIONS

Online psychosocial group sessions may be delivered by freelance HCPC-registered art therapists and related professionals (facilitators) alongside partner organisations. All staff should consider the **context** in which they work and act appropriately within the environment and type of service(s) provided. They should continue to act in accordance with their profession’s code of conduct (e.g. BAAT for art therapists) and respect work environment ethics while working from home (e.g. dress appropriately, no food or drink consumption during the session). To meet the technological requirements for video group sessions, facilitators should ensure that all parties involved have basic audio-visual arrangements:

- Secure password-protected WiFi network(s) with stable connection of an appropriate speed
- A laptop, PC, tablet or other smart device
- Access to audio and video input and output

### B. SAFETY AND CONFIDENTIALITY

In line with GDPR requirements and after consideration of various software, Art Refuge has decided to only use the Zoom app to contact individuals via video call. Zoom Video Conferencing is recommended as the preferred Video Conferencing software due to features that protect client data. Some of these features include:

- Chat logs are not automatically stored after a call ends.
- Screen sharing requests more information about what will be shared
- The platform is less integrated with address books, resulting in less pop-up notifications relating to individuals and less tracking of who is online and the timing of their online activity.

Nevertheless, all staff should be aware of the safety and confidentiality risks concerning online methods of service provision. To mitigate the risk of confidentiality breaches, facilitators should:

- Only use Art Refuge's Zoom account for public-facing activities where possible (e.g. training events). Facilitators will be provided with the account login details prior to the session.
- Always work in pairs.
- Choose a room in which to conduct online sessions that is private and away from distractions or interruptions, and ensure all individuals attending the session are comfortable and not overheard or observed by those external to the session.
- Advise all parties in the Zoom call to use headphones where possible to improve the quality of audio transmission and minimise the risk of confidentiality breaches.
- Use secure password-protected WiFi network(s).
- Facilitators may mute or remove participants whose behaviour is disruptive, inappropriate or raises safeguarding concerns, in order to maintain a safe and respectful environment for all participants.
- Only the use of an individual's initials (rather than names) in record-keeping and communications.
- Ensure all individuals are blind-copied (i.e. BCC) into email communications with the rest of the group to avoid sharing personal contact information.
- Ensure that personal data shared or created during online sessions is handled in accordance with Art Refuge's Data Protection Policy.
- Ensure that any recordings, images, stories, creative material or identifiable information generated during online sessions must not be shared, recorded or used for communications purposes without informed consent in accordance with Art Refuge's Communications Policy and Data Protection Policy.

## C. SAFEGUARDING

All staff members and sessional workers will continue to adhere to the Art Refuge Safeguarding Policy and Procedure. Safeguarding issues and concerns whilst working within a host organisation should be reported in accordance with the host organisation's safeguarding policies and procedures. Safeguarding issues and concerns whilst working on independent or collaborative Art Refuge projects should be directed to the Art Refuge Safeguarding Officer, or in her absence, to the CEO, in accordance with the safeguarding reporting procedures.

Any safeguarding concerns, confidentiality breaches, or operational incidents arising from online sessions should be documented and reported through Art Refuge's internal reporting procedures and risk management processes.

**UK Safeguarding Officer:** Miriam Usiskin

**Joint international Safeguarding Officers:** Miriam Usiskin, Bobby Lloyd

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## 4. MONITORING AND REVIEW

This guideline is fully supported by the Board of Trustees and the CEO of Art Refuge. It will be disseminated to all staff. The guideline will be monitored and reviewed annually. The policy will be updated as required to reflect legal, regulatory or organisational changes.