



Treasure Your Wellbeing CIC Online Safeguarding Policy (Participants)

The purpose of this policy is to offer guidance to participants taking part in online courses with Treasure Your Wellbeing (TYW) CIC. It interacts with our Safeguarding Policies for Adults and Children and Young People, our Confidentiality Policy and our Health and Safety Policy. It is intended to offer protection to everyone involved in this type of work. All of our Policy Documents are available to view on our website, www.treasureyourwellbeing.co.uk or by request from treasure@treasureyourwellbeing.co.uk

Communications

1. All communication around TYW CIC online sessions should happen via TYW accounts only. This includes e mails, Facebook, Twitter and other social media sites
2. TYW CIC's social media accounts are monitored regularly by the Communications Director. Inappropriate posts will be removed and the Director will contact the person who made the post to explain why. Inappropriate posts may include, but are not limited to, advertisements for business, use of inappropriate language or graphics, offensive material
3. E mail conversations between TYW CIC and course participants will be retained by the organisation for 7 years so that a record of communications may be kept.

Confidentiality

1. Treasure Your Wellbeing online courses are private and are intended only to be seen and heard by participants, the practitioner leading the session and sometimes one or more of the Directors of TYW CIC. Participants are sent login details for the online sessions only when they have registered to take part in the project. We have a virtual "waiting room" where participants are asked to wait to join the sessions so that the course leaders can ensure that only group members are present. Course leaders have regularly updated group membership details so that they know who to expect in their groups. Sessions are not recorded.
2. As far as possible participants and course leaders should ensure that they attend sessions in a private space so that accidental intrusions by others are minimised. Group members have the right to expect that discussions are private. Participants should not allow others in their

household or work space to listen in to the session off screen. If it is not possible to attend the session in a private space please wear earpieces or headphones so that others cannot listen to the discussions.

3. Everyone leading or attending a session has the right to privacy. It is therefore not acceptable for anyone to take photographs or screen shots during a session.
4. Because the right to privacy and confidentiality are so important in our sessions any course participant found to be in breach of these rules will be removed from the course immediately.

General

1. Any concerns about online safeguarding should be raised with a Director as soon as possible. In the first instance you should speak to your course leader and request that a Director contacts you. All three Directors should then meet to discuss the issue as soon as possible after it has been raised. The Directors will work with you to try to resolve the issue following the protocol in our general Safeguarding Policy (available to view on our website).
2. All TYW CIC course participants should be sent a copy of this policy and must agree to its terms before joining an online
3. Anyone taking part in an online session led by TYW CIC should ensure that they are dressed appropriately for the session. In this context this means that they should be fully dressed.
4. Anyone taking part in an online session led by TYW CIC should consider the surroundings in which they are sitting when on screen, in particular being aware that there are no inappropriate or offensive posters/pictures or items that can be seen by others. Inappropriate or offensive items may include, but are not limited to, objects or pictures of an overtly political, sexual or religious nature.
5. If a member of the group is in need of urgent and immediate personal support that is inappropriate in a group setting they will be asked to make alternative arrangements for a 1:1 session as soon as possible
6. TYW CIC has a zero tolerance approach to online abuse. Anybody speaking or acting in an inappropriate manner will be removed from the session immediately. The course leader or a Director will contact them after the session is finished to discuss whether they should continue to participate in future sessions.
7. Any images used during sessions are sourced responsibly. Images taken from TYW CIC activities are used only when we have written permission to do so.
8. For further information about TYW CIC please go to our website, www.treasureyourwellbeing.co.uk