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.

Technical Guidelines:
- 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.
- If you are using Zoom on your computer, you'll be able to click the link directly to join the session from your web browser. But Zoom often works better with the desktop app. Consider downloading the desktop app before your session if possible.
- If on your phone, you will need to download the Zoom App in order to access the session.
- 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.
- Sign into the Zoom 'waiting room' from 30 minutes before the session starts. This will help you make sure your video and audio are working before the session starts, and to get any help if you need it.

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.

Before The Session

- **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
- **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.

During The Session: 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 only be able to send messages to the Host. You will not be able to message the group or 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.

After The Session:

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 in lots of ways:
- **Quick Feedback:** At the end of the session, you'll be asked by Zoom to give a thumbs up or thumbs down. If you had a great time, give a thumbs up. If you want to tell us about something we could do better, give a thumbs down and you'll have a chance to type a short message with your suggestions.
- **Talk 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: 15 April 2020