

Guidelines for zoom contact with Promoting Positive Contact / Insync

Everyone:

1. Please ensure you log on at the correct time.
2. Call duration will be a maximum of 45 mins.
3. Please use headphones where possible. We recommend everyone use headphones whilst on the calls to reduce any feedback on the microphone.
4. Calls will be monitored by a staff member at all times and will be recorded and saved.
5. If you have any difficulties logging in please contact us as soon as possible.
6. Please follow any instructions given to you by the supporting staff member.
- 7. Though zoom is not a formal contact it is still part of the court ordered contact process and should be treated as such.**
- 8. Where contact is supervised zoom sessions will form part of our report.**

Resident parent:

1. Please ensure your child is prepared for contact by doing the following
 - i. Have a quiet place where they can take the call uninterrupted.
 - ii. Where possible explain why contact is taking place by zoom instead of in centre
 - iii. Where possible exit the room where the call is taking place. Where this is not possible please stay off camera and try not to interrupt the session
2. Staff members will not be able to answer any in depth questions or queries about contact during the call.
3. Be respectful of the contact session and its participants

Contact parents

1. Be prepared for your session by doing the following
 - i. Make sure your phone is on silent
 - ii. Find a quiet spot for the call where you won't be interrupted
 - iii. Be prepared for contact not to last the full session time
 - iv. Think about what you want to talk about before the session
 - v. Think about things you can do that will make the session as fun and as normal as possible: maybe some guessing games or hangman etc.
2. No other person may be involved in the contact session. You must make sure you are not interrupted during contact and no one else attempts to join you whilst on the call
3. Please be respectful of the contact session and understand children may need support of resident parents to have a successful call.

We understand contact over zoom is not the easiest, we will do our best to make sessions run successfully and ask you do the same. We hope to see you in centre again soon.