

Guidance For Virtual Peer Group & Remote Exercise Class (Using Zoom)

The Participant – What You Need To Know

Before Taking Part

- The participant will need access to a computer or tablet that has audio. Most come with a webcam and a microphone, but it is important to check it works and the volume is turned up.
- Participants will need a wifi connection to access the session. Please note that accessing a class can be a drain on data and so if you are on a 'limited data plan' with a cap for your home broadband please monitor your usage.
- The 'Zoom' app will automatically begin to download onto your home computer when you attempt to join your first lesson
- However, you can download the app in advance from:
https://zoom.us/download#client_4meeting
- There is no need to create an account, only CHSS are required to do this to host the meeting.
- The participant should have signed up in advance of the class starting and will be given appropriate instruction throughout the exercise session. Participants should take care to ensure there are no personal items in the background that they do not want shared with the other participants.
- In order to safeguard our participants, each individual upon signing up for the class will have completed an online application form & participant agreement form which includes the following information:

1. Full Name
2. Name of Peer Group if applicable
3. Address
4. Contact number/e-mail
5. Any medical conditions & critical medical information
6. Consent to the 'Participant Agreement' ensuring that they are fit and well enough to take part in the session
7. An emergency contact, should the individual become unwell during the session
8. Consent to videos/photographs being used for the promotion of CHSS activity
9. Consent to CHSS contacting you regarding our work
10. Acknowledgement of CHSS Privacy Policy

How To Join A Zoom Meeting & Taking Part

- When CHSS have arranged a session they will contact all participants via email who have completed online sign up form and participant agreement with an invite link, ID number, password and time/date of the session. It is vital that you keep this safe and do not share it with anyone else.
- Before the session is due to begin please access the email and click on the join link in the meeting invite or enter the ID into the Zoom App. You may be asked to enter a password.
- You will then see a host window where you simply click on join the conference via computer and join with computer audio.
- Some instructors may ask that participant mutes themselves to avoid unwanted noise.

- Participants may play their own music at a suitable volume provided they are on mute and can still clearly hear the instructions from the instructor.
- CHSS will aim to offer a range of physical activity and social activity sessions, all of which will be risk assessed in advance with dynamic risk assessments carried out on an ongoing basis throughout the duration of the 'zoom' call.
- Before starting the exercise session a CHSS member of staff will re-emphasise the importance of ensuring you have a safe and suitable place to carry out your exercise, highlighting that if at any point during the session if the participant is feeling unwell or in pain then they should stop immediately.
- Participants should, as far as possible, try to include as much of their body in the screen as possible to help the instructor provide any useful teaching points. As a minimum the persons torso should be fully in the screen.
- If the participant should at any point need to get up and leave the session for any reason they should leave a comment on the conversation box on zoom.
- **Falls:** CHSS are aware that falling may be a worry for participants. All participants will be directed to read the following before taking part - <https://www.nhsinform.scot/healthy-living/preventing-falls/dealing-with-a-fall/what-to-do-if-you-fall>
- To support as many people to get online, CHSS will in the invitation include a contact number for anyone unable to access. The Zoom website has lots of advice and help so it would be a good place to check first if you are having any difficulties. www.zoom.us

Additional Safeguarding

- All instructors delivering physical activity sessions are experienced and qualified instructors. Any instructor delivering a session will have their own protocols to follow.
- All sessions will also have a member of CHSS staff sitting in to support the running of the group and to address any issues or emergencies that occur. The name and contact details of the CHSS staff member attending each meeting will be shared with the group in advance of the session starting, should any issues arise in advance of or during the session that cannot be raised over zoom.
- Should a participant take unwell during the online session, CHSS will take the following action (not necessarily in this order):
 1. Call the participant at the time to check how they are and if they need any additional support.
 2. If the participant **does** need additional support but it is not an emergency, then CHSS will phone the emergency contact provided by the participant.
 3. If the participant doesn't need additional support and it is not an emergency, CHSS will call back later in the day to ensure that the participant is still not requiring additional support. CHSS will recommend that the participant also lets their emergency contact know that they had to stop taking part in the session and explain the reason why.
 4. In a medical emergency CHSS will call 999 and then contact the participant's emergency contact to let them know of the course of action taken.

- All participants should be mindful that they are in a public environment and indecent behaviour shall not be tolerated. CHSS reserve the right at hosts to remove anyone for inappropriate conduct.