

Safety First:

Move to remote working during the pandemic and safe sessions in person

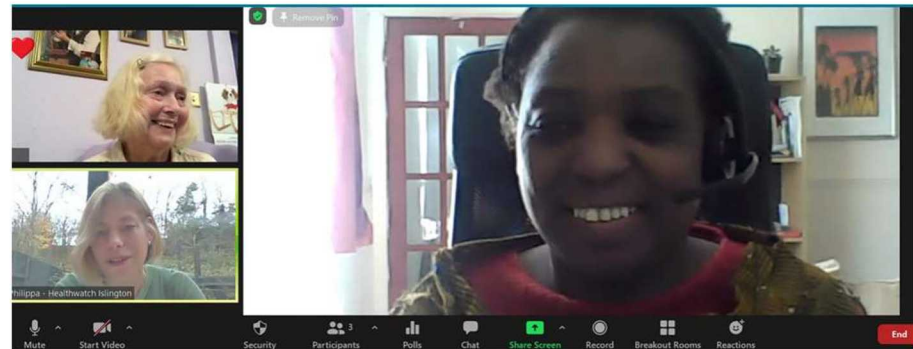
Healthwatch Islington

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Digital support to residents during the pandemic

- Connect with residents
- Recruit, train and support the **Digital Champion** to provide remote support via telephone and/or using Zoom



Keeping the Digital Champion and learner safe

- **Safer Recruitment** process –Enhanced DBS check, 2 referees
- **Safeguarding training** – Zoom meeting with current DCs
- **Teaching boundaries** - Offer support only during the scheduled session
- **Confidentiality of learner information**
- **Protect DC & learner information** Use of **SIM** / volunteer email and **Zoom** account
- **HWI staff direct support for first sessions**
- **Feedback forms** – follow up where necessary.
- **Policies and procedures - Do's and Don'ts** document for DCs and learners.

Working face to face

- **Same safety** as remote sessions
- **Covid-safety rules:**
- **Venue setup** (appropriate to garden or indoor)
- **Clear safety guidelines for staff, DC and learner.**
- **Booked appointments only** (no drop-ins)



Find out more:

- Find out more about our digital offer, our work with learners and community partners:
- <https://www.healthwatchislington.co.uk/digital-inclusion>
- Please contact us if you have any questions:
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