Zoom activities agreement

While we are unable to run face to face support and activities, zoom sessions are providing a helpful resource. In order to make sure that we are able to support zoom sessions to be safe and secure environments for all participants we have established some basic requirements.

Some organisations have experienced ‘invasions’ of their zoom spaces with offensive material. For this reason, North East Wales Mind zoom facilitators will record the sessions. The recording would only be needed in case of security breach, duty of care or safeguarding issue and most will be deleted immediately or soon after the session finishes. In line with our policies any of this data would only be kept as long as it was needed or relevant.

The zoom groups are really helpful in giving people the opportunity to support each other and that is a key part of their benefit. It is, however, not a very private space. If you are bringing material to activities such as the ‘reading’ group, please ensure that subject matter is suitable, in that it is not likely to be a ‘trigger’ for other participants in the group. It is important to avoid subjects which may be actively sensitive for you.

If you are very worried about your own or someone else’s mental health and safety and you wish to discuss more personal matters, this should be done on a one to one basis. (As it may something which could be distressing to other participants). You can make an appointment with a member of the North East Wales Mind team by phoning or email 01352 974430 steph.walsh@newmind.org.uk

We request that all group participants follow our code of conduct:

* value and respect one another
* value and respect staff and volunteers
* value the ethics and policies of North East Wales Mind
* avoid improper behaviour
* take care of your own health and safety and that of others
* provide relevant health information for physical activities

In order to continue to provide services which are pleasant and fair for all, North East Wales Mind will uphold this code of conduct.

# Zoom enrollment form

|  |
| --- |
| Activity |
| **Community Wellbeing** | **Flintshire** | **Wrexham** |
|  | Zoom drop-in |  | Zoom drop-in |  |
|  | Zoom reading |  | Sewing group |  |
|  | Zoom 1:1 |  | Zoom 1:1 |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |
| **Contact details** |
| Name: |  | Date of Birth: |  |
| Address: |  |
| Town: |  | Postcode: |  |
|  |
| GP: |  |
| Email: |  |
| Home phone: |  |
| Mobile phone: |  |
| Next of kin: |  | Phone |  |
|  |
| **Permissions:** |
| May we send you a text? |  | May we leave a message on your mobile’s voicemail? |  |
| May we leave a message on your landline? |  | May we say who we are if someone else answers the phone? |  |
|  |
| Why have you contacted us today? (Main issue) |
|  |
|  |
| Are you currently on any medication for your mental health? |
|  |
|  |
| Any current relevant physical health problems?  |
|  |
|  |
| Are you receiving support from any other organisation?  |
|  |
|  |
|  |
| Are you getting or have you had counselling or therapy from anyone else eg CMHT, psychologist?  |
|  |
|  |
| Where did you hear about us? |  |

**Confidentiality and Privacy**

**Your information:**

The information you have provided above is important to us, and North East Wales Mind respect the privacy of your personal information. In order for you to access our services, we need to collect and process certain information about you, including the information you have provided above.

Please be assured that all your information is handled in the strictest confidence and in accordance with data protection legislation. Further details on how we handle information can be found on our website at www.newmind.org.uk or by asking a member of the team.

Unless there is a statutory requirement, for example in an emergency situation, you will be consulted before your information is shared or used in a way you haven’t previously agreed to. Information about you that has been anonymised (does not identify you) may be used or shared for statistical, performance or service management purposes.

As invitations to zoom will usually be sent by email we draw your attention to our email confidentiality reminder:

**‘Confidentiality**:  This email may contain confidential or privileged information.  If you are not the intended recipient you must not use, copy, disclose or take any action based on this message.  If you have received this message in error, please advise the sender immediately by reply email and delete this message.’

**Declaration (to be signed by client)**

I agree that the information I have provided above is correct to the best of my knowledge, and that I have read and understood the information above, and have had opportunity to ask questions where I was not clear.

Electronic signatures are acceptable. Also we would accept receipt of this email or email confirmation as confirmation of agreement

|  |  |
| --- | --- |
| Name:  |   |
| Signature:  |   |
| Date:  |   |