COMMUNICATING REMOTELY
– YOUR CHECKLIST

Start with a check-in. Particularly at the moment, are they and their family healthy? Do they know what to do if someone gets sick? How are they dealing with quarantine life?

Use an organisational device to communicate with young people where possible so that you can switch off in non-working hours

Make sure location settings are off so that these are not shared with young people

Before you call, text the young person – check it is the right time for them, that they are in a safe space and feel comfortable to talk privately

Set expectations with your family/housemates; share your working hours with them and make sure they know when they shouldn't interrupt.

Have questions prepared that you need specific information for, and consider sending them ahead of the meeting

Have resources to hand to open up the conversation

Never record a session without their permission

Keep records as detailed and up-to-date as you usually would

Use organisational accounts to communicate with young people, not your personal one

Understand how different social media platforms work and what their age limits are – The

Social Switch Project will be sharing these

Set boundaries regarding confidentiality and safeguarding, and gain the relevant consent.

Reiterate that you have a professional duty to pass on information when necessary

Keep in mind that you're not just a guest in their life now, but a guest in their home too.

Boundaries are important. What you wouldn't tolerate in real life, you do not have to tolerate virtually

Be prepared for deeper conversations, quicker than usual. Also be prepared for silence.

Video chat will be more valuable to you than phone calls so you can see why they might be silent. Is it because they are thinking, or uncomfortable, or distracted? But the young person may prefer text. Be open to different options.

Continue to risk assess every interaction and follow best practise guidelines of reporting concerns, just as you usually would

Know your local services and how their availability is changing. Where can you signpost to right now?

Arrange the next call at the end of your conversation

Put these calls in your work calendar so managers can see who you're engaging with and can support you too