

### Risk Assessment for Online Lessons, Mentoring, Peer Chats, Workshops and Meetings

This risk assessment covers any and all work carried out by Becki Short including but not limited to: singing/performing arts lessons, mentoring, peer chats, group sessions, workshops and meetings online, where Becki is the host of the video call. This risk assessment applies to anyone working for or with Becki Short, including but not limited to: students, clients, caregivers, paid staff, contractors and volunteers. A new risk assessment will be written by Becki for anything they organise that is at a different location to online.

Task:	General risk assessment for lessons, mentoring, peer chats and meetings taking place online
Location:	Online: Zoom, Skype, Facebook Video Messenger or WhatsApp Video Call

Date Completed:	4/10/20	Email Address:	<a href="mailto:becki@beckishort.co.uk">becki@beckishort.co.uk</a>
Date for Review:	4/10/21	Phone Number:	07584662225
Name of Assessor:	Becki Short	Signed:	

Hazards e.g. working at height, trip hazard, fire.	Who is exposed 'All' refers to Becki and anyone who may have contact with Becki including: students, caregivers, clients, practitioners, contractors, volunteers.	Risk without control measures	Control Measures to Minimise Risk Identified e.g. appointing competent persons, training received, planning and rehearsals, use of PPE, provision of first aid.	Risk with control measures
<b>Noise</b> <ul style="list-style-type: none"> <li>• None of the people in different places on a video call has the ability to monitor noise levels of the other(s) in real time</li> <li>• Different people will be using different audio inputs of varying qualities, eg. standard microphone on a phone, tablet, laptop or desktop, a microphone on a headset, a professional microphone. Other audio inputs may be instruments such as a piano keyboard or guitar through an audio interface or through the microphone being used.</li> <li>• Different people will be using different audio outputs of varying qualities, eg. standard speakers on a phone, tablet, laptop or desktop, external speakers, headphones either directly in a device or through an audio interface.</li> <li>• Music both live and recorded plus speaking may be played through varying types of audio inputs and outputs on either end of the call.</li> <li>• Background noise from the room each person is in and the surrounding areas may interfere.</li> </ul>	All	Medium	<ul style="list-style-type: none"> <li>• Relevant medical information will be sought for anyone with auditory processing issues so as to ensure correct procedure is in place for them.</li> <li>• Noise levels will be checked at a low level at the beginning of each call (eg. checking at a normal speaking volume all parties can hear each other), and when changes in volume for input is to be made, eg. singing louder, or playing an instrument/device not already checked, verbal communication of the change about to happen will be made, and either verbal or/and visual cues will be observed to check levels are suitable. If they are not, input will be immediately stopped and adjusted.</li> <li>• All parties involved should make sure they are aware of how to quickly mute sound coming through their device if noise levels are uncomfortable, and can communicate they have done this either visually, through a typed function, or verbally if their device allows this whilst the other party is muted. Volume levels will then be adjusted.</li> <li>• If there is background noise which is interfering with the session, the person/people it is affecting will communicate this to the person who's location it is coming from. If they are unable to change this, the call may be required to be rearranged.</li> </ul>	Very Low

<p><b>Working in a Confined Space</b></p> <ul style="list-style-type: none"> <li>• The space another person has available to them when on a video call cannot be guaranteed.</li> <li>• If a person is wearing wired headphones or other wired devices, movement options may be limited.</li> <li>• If moving from a sitting to standing position to make movement, the level the device they are calling on is at may impact their ability to do this. It may also impact their natural instinct on where to look (head position) which could have an adverse affect on movement.</li> <li>• Limited space may mean an unnatural static body posture for a prolonged period of time</li> </ul>	<p>Becki, students, clients, practitioners, contractors, volunteers.</p>	<p>Medium</p>	<ul style="list-style-type: none"> <li>• If a session which requires movement is booked (eg. a dance lesson), Becki will check with the other person the space they will have available to them when calling, and only if they feel the space is suitable for the movement required, will they accept and confirming their booking.</li> <li>• When movement is required as part of other sessions (eg. using movement to help visualise a technique in a singing lesson), Becki will ask the other person to confirm verbally what space they have available, checking specifically for if they are connected with any wires to a device, and get them to show the available movement by checking with the biggest movement they will need to do in slow motion before starting. If they do not have the correct space, they will not be required to do the movement, and Becki will adapt the requirement, either by making it smaller, or asking the other person to just watch them do it.</li> <li>• When the other person is moving from a sitting to a standing position or visa versa, Becki will remind them to check where their eye level is being drawn to. They may be advised to move their device if possible, or find a point in the room for them to look at whilst in this position.</li> <li>• Everyone should ensure they are in a comfortable position when on a video call, and small amounts body movement will be encouraged regularly, including occassionally standing up and walking around if required.</li> </ul>	<p>Very Low</p>
<p><b>Psychological Capacity</b></p> <ul style="list-style-type: none"> <li>• There are many reasons someone may be accessing Becki's services online. Some of these reasons may be: a worldwide pandemic, mental or physical health conditions. Connecting via video call with another person can bring many different reactions, which a person may not anticipate, or not experience every time. Some of these may be: anxiety, fear, upset.</li> <li>• Becki's policies allow space for other people to talk about things that are on their mind. This is particularly prevelant in peer chat sessions. Some of these things may be upsetting for any person who hears them, including the person talking.</li> <li>• Different people have different triggers for trauma. Some people may not know these triggers. Becki acknowledges that almost anything can be a trigger, from a lyric in a song, to a particular frequency of sound. This could affect someone during a call or after it.</li> </ul>	<p>All</p>	<p>Medium</p>	<ul style="list-style-type: none"> <li>• Medical forms are required for anyone working directly with Becki which asks for details of both mental and physical health conditions, as well as anything the person knows helps them manage their condition which could be useful for Becki to know.</li> <li>• Becki regularly does training, reading and research to improve their knowledge on mental health conditions, and to learn techniques to provide support to others.</li> <li>• Before introducing anything that may be triggering, Becki will give a content warning, and a chance for the other person to ask to not look at that.</li> <li>• Anyone working directly with Becki will be made aware that if something upsets or triggers them, they should communicate this with Becki in any way possible, so they can look at options for that content, including stopping work on it at that time or for the future.</li> <li>• If looking at a topic known to be upsetting or triggering for a person, Becki will check in with them regularly, and stop if there are any signs of distress.</li> <li>• If a topic has come up during a session which was difficult, Becki will check in with the person or/and their caregiver if relevant at a suitable time after the session.</li> <li>• If something comes up that Becki feels is outside their scope of training, they will advise the person on possible avenues to explore for their own wellbeing.</li> <li>• Becki has a good support network in place including their own therapist to reach out to if anything triggers them or causes them upset.</li> <li>• Becki has safeguarding policies, behaviour codes, health and safety policies and a medical disclaimer which informs all of their work.</li> </ul>	<p>Low</p>
<p><b>Display Screen Equipment</b></p> <ul style="list-style-type: none"> <li>• Height of screen when video calling may not be optimal for head position for some people depending on their set up.</li> <li>• Brightness from screen can cause eye tiredness.</li> </ul>	<p>Becki, students, clients, practitioners, contractors, volunteers.</p>	<p>Low</p>	<ul style="list-style-type: none"> <li>• Anyone working directly with Becki will be advised to ensure their device is set to the appropriate height for their eyeline.</li> <li>• Everyone is encouraged to look away from the screen following the 20-20-20 (Look away from the screen every 20 minutes or so and look at something around 20 feet away for about 20 seconds)</li> <li>• Everyone will be advised to ensure their screen brightness is at an appropriate level, and are recommended to turn on a blue light filter on their device if they are able.</li> </ul>	<p>Very Low</p>

<p><b>Equipment Malfunction</b></p> <ul style="list-style-type: none"> <li>• Other people may have a makeshift set up available for devices when video calling, eg. a phone balanced on a pile of books.</li> <li>• Electric shock - all devices are provided by other people, and often are personal devices, therefore may not be PAT tested.</li> <li>• Overheating of a device from higher than normal usage may be a fire hazard</li> </ul>	All	Low	<ul style="list-style-type: none"> <li>• Everyone will be advised to ensure any devices they are using whilst on a video call are secured safely.</li> <li>• Becki is not responsible for any equipment they do not own. Other people will be made aware to check their devices are capable of performing the tasks required safely (eg. has the capability to connect to a video call, is able to play backing tracks).</li> </ul>	Very Low
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Data being sent across the internet can be vulnerable to hackers.</li> <li>• Video call programmes have the ability to record sessions.</li> </ul>	Anyone aged 17 and under, vulnerable adults	Medium	<ul style="list-style-type: none"> <li>• Becki is DBS checked.</li> <li>• Zoom is the primary programme used for sessions, which has a number of security features which are enabled. These are: all meetings are encrypted and have a password, the waiting room is enabled for all meetings which means no one is able to enter the call without being admitted by Becki, no one other than the Becki is able to record sessions, calls are able to be locked by Becki once all participants are present.</li> <li>• Any other video calling programmes that other people wish to use will be checked for security settings and confirmed with that person that they meet safeguarding standards before being used.</li> <li>• Any recordings of sessions are made onto Becki's local computer which is password protected, and shared via My Music Staff (the online lesson notes system Becki uses).</li> <li>• Notes, email data and resources including recordings of lessons are stored in My Music Staff which is encrypted using SSL encryption.</li> </ul>	Very Low