Digital Video Call Facilitation Policy

PRN-45: **Digital Video Call Facilitation Policy**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

---

1. Introduction

Digital video communication is an essential tool for maintaining client wellbeing, emotional connection, and social engagement. Many clients rely on companions to help facilitate safe, secure, and accessible video calls with family, friends, or professionals.

This policy establishes the standards, procedures, safeguarding requirements, and documentation rules for facilitating digital video calls within CAREHOPES (TC).

2. Purpose of the Policy

The purpose of this policy is to:

- ensure safe and secure facilitation of digital video calls
- protect client privacy and personal data
- establish approved platforms and usage rules
- prevent digital exploitation or misuse
- standardise documentation and reporting
- ensure GDPR compliance
- support client wellbeing and social connection

3. Scope

This policy applies to:

- companions
- volunteers
- staff engaged in client-facing duties

- supervisors overseeing digital conduct

4. Definitions

4.1. Digital Video Call Facilitation

Assisting clients in setting up, joining, or managing video calls using approved digital platforms.

4.2. Approved Platform

A video communication service authorised by TC for secure client use.

4.3. Facilitation Session

A structured period where the companion helps the client connect digitally, without operating accounts on the client's behalf.

4.4. Personal Data

Any information relating to an identifiable individual, protected under GDPR.

5. Roles & Responsibilities

5.1. Companion Responsibilities

Companions must:

- facilitate calls using approved platforms
- ensure privacy and confidentiality
- avoid storing client data
- avoid operating client accounts
- document facilitation sessions
- escalate digital safeguarding concerns
- maintain professional boundaries

5.2. Supervisor Responsibilities

Supervisors must:

- review documentation
- respond to digital safeguarding concerns
- ensure companions receive digital safety training
- enforce compliance with this policy

6. Approved Video Call Platforms

Companions may facilitate calls using:

- **Google Meet**
- **Microsoft Teams**
- **Zoom**

These platforms are approved due to:

- secure encryption
- GDPR compliance
- accessibility features
- reliability

6.1. Prohibited Platforms

Companions must **not** use:

- WhatsApp video
- Facebook Messenger video
- Instagram video
- TikTok live
- Snapchat video
- Any unapproved or insecure platform

These platforms pose privacy and safeguarding risks.

7. Privacy & Data Protection Requirements

7.1. Confidentiality

Companions must:

- ensure calls take place in a private environment
- avoid listening to sensitive conversations
- avoid recording calls
- avoid sharing client information

7.2. GDPR Compliance

Companions must:

- avoid storing login details

- avoid storing call data
- avoid accessing client accounts
- avoid saving screenshots or recordings

7.3. Device Safety

Companions must ensure:

- devices are secure
- screens are not visible to others
- no unauthorised apps are used
- no personal devices are used for client calls

8. Facilitation Procedures

8.1. Pre-Call Preparation

Companions must:

- confirm the client's intention to make a call
- ensure the device is charged
- ensure internet connectivity
- ensure the environment is safe and private
- confirm the platform to be used

8.2. Call Setup

Companions may:

- open the approved platform
- help the client navigate menus
- assist with joining the call
- adjust volume or camera settings
- ensure the client is comfortable

Companions must **not**:

- log into accounts on behalf of clients
- enter passwords
- create accounts

- manage contact lists

8.3. During the Call

Companions must:

- remain nearby but not intrusive
- ensure privacy
- avoid participating unless requested
- monitor for distress or safeguarding concerns

8.4. Post-Call Support

Companions may:

- help the client end the call
- ensure the device is safely stored
- document the facilitation session
- report any concerns

9. Free Call Facilitation Allowance

Clients are entitled to:

- **one free 45-minute digital video call facilitation session per companionship visit**

Additional facilitation may be provided at TC's discretion or as part of a structured companionship plan.

10. Safeguarding Requirements

Companions must:

- report suspicious digital behaviour
- escalate concerns about exploitation
- notify TC if a client is being manipulated online
- avoid involvement in digital disputes
- ensure vulnerable clients receive additional support

Digital safeguarding concerns must be escalated immediately.

11. Documentation Requirements

11.1. Facilitation Log

Companions must document:

- date and time of the call
- platform used
- duration of facilitation
- purpose of the call (e.g., family, GP, social)
- any issues encountered
- any safeguarding concerns

11.2. Consent Documentation

If recording or screenshots are required (rare), companions must follow **Policy 75: Consent Documentation Policy**.

11.3. Incident Reporting

Companions must complete an incident report if:

- the client becomes distressed
- inappropriate content is encountered
- digital exploitation is suspected
- technical issues compromise privacy

12. Prohibited Actions

Companions must **never**:

- record calls
- store call data
- use personal devices
- operate client accounts
- enter passwords
- share client information
- use unapproved platforms
- post client content online
- facilitate calls without consent

These actions constitute **gross misconduct**.

13. Legal & Regulatory Compliance

This policy aligns with:

- UK GDPR
- Data Protection Act 2018
- UK safeguarding legislation
- TC Confidentiality Policy
- TC Digital Security Policy

Companions must comply with all legal and organisational requirements.

14. Disciplinary Consequences

Non-compliance may result in:

- retraining
- formal warnings
- suspension
- removal from client assignments
- termination
- safeguarding escalation
- legal referral

Digital misconduct is treated as **serious or gross misconduct** depending on severity.

15. Amendments

TC may update this policy to reflect:

- legal changes
- safeguarding updates
- operational improvements
- governance decisions

Updates will be communicated through official TC channels.