



Zoom Session Risk Assessment

This risk assessment has been created to ensure your safety whilst attending Zoom sessions with us. By attending our sessions, you are agreeing to check this list and to be responsible for your own safety whilst using your own device in your chosen location.

RISK ASSESSMENT CHECKLIST

To be completed by carer

Possible hazards & associated risks	Who is at risk?	Recommended actions to control risks	Tick re: Completed by carer
Security/privacy issues related to use of Zoom	Carers / Devon Carers / Trainer / Facilitator	<ul style="list-style-type: none"> - Every Zoom session will be created with an individual id and passcode provided direct to carers/course facilitators by Devon Carers (DC) - With a series of Zoom sessions (even if the same subject) each one will have its own individual id and password - Nobody shall share the Zoom session link/id/passcode with anyone other than the person for whom it was intended or to post these details online (including email/social media) to help prevent people who have not been invited to the session from attending inappropriately - Anyone who downloads Zoom software to their desktop should ensure it is the latest version and keep it up to date regularly to enable you to be covered by the latest Zoom security measures. The recent Zoom 5.0 release now includes industry-standard encryption for added security. 	

www.devoncarers.org.uk | 03456 434 435

Devon Carers can be reached on a single point of access telephone helpline for carers 03456 434 435. Calls to 0345 cost no more than calls to geographic numbers (01 or 02) and must be included in inclusive minutes and discount schemes in the same way by your service provider. Devon Carers is a project of Carers+, a consortium of Action East Devon, Colab Exeter and Westbank, the lead agency. Westbank Community Health and Care, Farm House Rise, Exminster, EX6 8AT Reg. Charity 1119541. Company No. 6243811.



		<ul style="list-style-type: none"> - Carers will be held in the Zoom virtual waiting room before being admitted into the session by the Host/Co-Host. Once we have checked your name against our register we will let you in. - Carers to inform us if their Zoom username or device name is different to their actual name/email address. This will enable DC to recognise them and to safely let them in from the Zoom Waiting Room. To avoid this you are able to change your profile name by clicking on Profile > Edit > Edit your First Name and Last Name, this will allow us to admit you quicker from the Waiting Room - To enable carers to speak freely about their caring role, no one is to record any session, relay any conversations, or talk about carers or cared for names outside of the session - The ability to type in the chat box will be enabled unless the host/trainer decides to disable it depending on the nature of the session - If chat is enabled, anyone will be able to 'chat' by typing in this section. Please use this to inform us if you need to leave a session or if the trainers asks you to utilise it for questions or feedback etc. 	
Risks in carer's home	Carers / Cared for	<ul style="list-style-type: none"> - At the start of each session the Host will introduce themselves and explain how the session will operate and explain the housekeeping rules - To ensure the room/space where you attend the session is quiet and free from interruptions where possible - If you are not able to listen in a private setting, we advise using headphones. Confidentiality is extremely important so that participants can talk freely, so you must ensure that the session cannot be overheard. - The Host may file or screen share their presentation, in the case that what they share may be of a sensitive nature for carers, please ensure others are not able to view your screen in the session. It is unlikely you will be asked to screen share unless requested to prior to the session - Have refreshments available to ensure you stay hydrated throughout - Check your chair/table and surrounding area where you are sitting is safe and at a comfortable level, so you are not straining to see or work on the device - Check that your device is safe, charged and there are no hanging wires that 	

		<p>may cause injury</p> <ul style="list-style-type: none"> - Breaks will be incorporated into sessions, but raise your hand or type in the chat section, if you need to leave the session for any reason to alert the session Host/Co Host. If for you are unable to, or don't wish to, you can just leave without prior warning if you feel it would disrupt the group session - Ensure that people in the location where you attend the session are aware that you are attending the Zoom session. Taking time out for yourself is important for your own wellbeing, to ensure you are able to continue caring for the people you support - Carers attending craft or similar sessions where appropriate tools are required, need to ensure they familiarise themselves with those tools in a safe manner prior and during the session 	
Access to Zoom	Devon Carers / Carers / Trainers / Facilitators	<ul style="list-style-type: none"> - If this is the first time you have accessed Zoom, visit our Helpful Zoom Tips for Carers webpage to help familiarise yourself: https://devoncarers.org.uk/online-courses/devon-carers-online-courses/helpful-zoom-tips-for-carers/ - Set-up a free Zoom account well in advance of the session and practice beforehand: - Ensure you are familiar with how to join and leave a Zoom meeting - Ensure you know how to turn your camera and your mic on/off. - You may be asked by the Host to turn your mics off during the session, so that you can listen to the speaker without interruptions. If you would like to speak turn your mic on and request to ask a question. The Host will advise if you need to turn your mic on or off at any point 	