

Blossom Lower School and Upper House



Remote Provision Policy (Teaching, Learning and Therapies)

Foundation Stage, Primary, Secondary, Post 16

Last Updated: 22nd April 2020

Senior Management Team

In response to the Coronavirus (COVID- 19) outbreak, Blossom House School has introduced remote working for staff. This will allow them to carry out their duties within their home settings, and provide online teaching, learning, therapies, and pastoral support for the pupils. This policy has been created to ensure that staff, pupils and parents are able to communicate safely and effectively. Blossom House School will continue to act upon any Government guidance, and this policy is therefore subject to change in order to reflect the most up to date information.

This policy has been written with reference to the following:

- [Safeguarding and remote education during coronavirus \(COVID-19\)](#)
- [Coronavirus \(COVID-19\): safeguarding in schools, colleges and other providers](#)

Remote Working Guidelines for Staff

- Remote working is currently taking place at varying times, dependent on staff commitments (e.g. childcare, shared use of computer etc.). Staff who cannot work their contracted hours should set up an 'out of office' response with their preferred working hours, so colleagues know when to expect a reply or schedule a conversation.
- If staff are working their contracted hours, they are not expected to answer calls or reply to emails outside of this time.
- Staff should take regular breaks as detailed in their contract of employment.
- If staff become unwell, they should set up an 'out of office' response with an alternative person/people to contact if it is urgent (where possible). Staff are not expected to work remotely if they are unwell.
- Staff should ensure that all social media privacy settings are set on high, as personal phone numbers are often linked to social media pages and profile pictures.
- Staff should keep their remote access secure and password protected.
- Social media apps (WhatsApp, Facebook Messenger etc.) should not be used for business communication between staff, as this goes against terms of use, and may breach GDPR. Social media apps can of course be used for informal or social communication between staff members.
- Staff are permitted to use video calls and conferencing with colleagues (if staff require training or advice on how to use video conference applications, they should in the first instance contact their line manager. HR, a member of the Senior Management Team or IT Support, will also be able to help).
- Remote working staff must follow our School policies as if they were coming into the School (please find these in Shared Files/Policies). Staff will be subject to the same performance measures, processes and objectives that would apply if they were working in School.
- Staff should maintain professional conduct during any communication (whether business or social), with colleagues. Any inappropriate conduct should be reported to HR.

- **This policy does not form part of any employee's contract of employment and we may amend it at any time. We reserve the right to terminate the remote working arrangements once remote working is no longer required because the restrictions imposed by the Government during the COVID-19 outbreak are lifted.**

Data Security and Confidentiality

- All equipment and information must be kept securely. Staff should take all necessary steps to ensure that private and confidential material is kept secure at all times.
- Staff confirm that they have read and understood our policies relating to computer use, electronic communications and data security and that they will regularly keep themselves informed of the most current version of these policies.
- If staff discover or suspect that there has been an incident involving the security of information relating to the School, pupils, or anyone working with or for the School, staff must report it immediately to the Principal.

Health and Safety

- When working remotely, staff have the same health and safety duties as when working at the School. Staff must take reasonable care of their own health and safety and that of anyone else who might be affected by their actions and omissions.
- Staff must not have 'physical' meetings in their home with pupils or other external contacts and must not give pupils their home address or telephone number.
- Staff must ensure their working patterns and levels of work both over time and during shorter periods are not detrimental to their health and wellbeing.
- Staff must use their knowledge, experience and training to identify and report any health and safety concerns to The Director of Operations, James Stavert.
- When working at or from home, staff are covered by Blossom House School's accident insurance policy. Any accidents must be reported immediately in accordance with our Health and Safety Policy.

Remote Working with Pupils and Parents (via phone and email)

- Phone calls to parents and pupils should take place within usual school hours (Mon- Fri 8:30-5:00), where possible. Emails may be sent outside of these times if required, but should contain an out-of-office response so that parents don't expect an immediate response.
- Where possible, staff should use parents or carers email addresses and phone numbers to communicate with pupils.
- Staff should withhold their number (or dial 141 first), when using personal phones to contact parents or pupils.

- Where staff have found it necessary to share their personal phone number with a parent/pupil, they should avoid responding to calls or messages outside of working hours.
- If staff have shared their personal phone number, and are in receipt of any inappropriate contact from pupils or parents, they must block the number and inform the Principal immediately.
- All general correspondence with parents and pupils should be logged under 'Record of Correspondence' on SchoolPod.
- Parents or pupils personal information or data should never be shared without consent and must be stored appropriately to ensure it cannot be accessed by anyone else.

Remote Teaching, Learning, Therapies and Pastoral Support

- All parents must be sent the *Remote Provision Code of Conduct* before any remote sessions can take place (see appendix 1).
- As Blossom House School is responsible for the continuation of provision whilst pupils are at home, there is an expectation that parents will agree to this taking place remotely. By logging their child into an online platform, or by accepting phone/video calls, consent will be automatically be assumed. Any parent who does not give consent for remote provision, must address this directly with the Principal.
- Pupils will be sent age appropriate online rules (see appendix 2-4). Parents are aware that it is their responsibility to go through these rules with their child.
- Blossom House School will use the following platforms for video calls and conferencing only: Zoom, Skype and Microsoft Teams. No other video platforms are permitted.
- Remote sessions should take place within usual school hours, where possible.
- Staff should leave enough time to sort out any technical issues before any live video sessions are due to start.
- Staff should have the parent/carers' phone numbers to hand in advance of the session, in case they need to be contacted for technical issues or safeguarding incidents.
- Staff should be familiar with the privacy and mute settings of video applications, and feel confident to end a call/meeting immediately should this be necessary.
- Staff should ensure that any video recordings, calls or conferencing, take place in a neutral area where nothing personal or inappropriate can be seen or heard in the background. Staff must ensure they are appropriately dressed and that no one else is present or audible.
- Staff must advise pupils to take a break if necessary (see appendix 5 and 6)
- If a pupil is not in an appropriate workspace, or if they are not appropriately dressed for learning, they should be removed from the session and an email should be sent to their parent to explain why. If there are safeguarding implications, the DSL and Principal should also be notified.

- 1:1 phone calls should be used to resolve any issues that arose during the video sessions, to support pupil understanding and to help them access the video call the following week.
- Video sessions must not be recorded (including screenshots) or shared at any time.
- **Only staff who have been permitted to make video calls, messaging or conferencing, should do so. Permission must be obtained from a member of the Senior Management Team, and video contact should be deemed necessary and in the best interests of the child. Any unauthorised video contact may result in disciplinary action.**

Staff and Parent/Pupil relationships

- Staff must maintain appropriate relationships with pupils and parents at all times. If staff feel that this boundary is being crossed at any point, (inappropriate content in emails, inappropriate phone conversations, sharing of any inappropriate photographs or videos, repeated attempts to make contact, or contact outside of usual working hours etc.), they must report to the DSL and Principal immediately.
- Staff are not permitted to use any social media platforms to make contact with pupils or parents (Facebook Messenger, WhatsApp, Instagram, Snapchat etc.) Any staff who receive social media contact from a parent or a pupil, must report to the DSL.

What to do if there are safeguarding concerns

- **Joanna Burgess** is the Principal and named DSL onsite at Motspur Park.
- **Fiona Roberts** is the named DSL available via email, phone or video link.
- Any safeguarding concerns that may be raised over the phone or online, must be logged under 'Safeguarding' on SchoolPod. These will be dealt with remotely, in line with usual safeguarding protocols.
- If a child is believed to be at immediate risk of harm from abuse or neglect, mental health crisis, or potential criminal offence, staff must contact the DSL immediately.
- In the unlikely event that staff cannot get hold of the DSL or the Principal, staff can report directly to children's social care. Local Authority social care teams can be found using this [online tool](#) (pupil's postcode is needed). Any actions taken must be reported to the DSL as soon as possible.
- In the event of severe self-harm (in need of medical attention) or concerns around suicidal intent, parents must be advised to call 999 or take their child to A&E.
- Any staff member who suspects that a colleague is acting in a way that may jeopardise a child's welfare, or who receives an allegation of abuse, must inform the Principal immediately.
- For any questions or concerns about online safety, staff can also contact the Professionals Online Safety Helpline on 0344 381 4772 or email at helpline@saferinternet.org.uk

Remote Provision- Code of Conduct for Parents and Carers

As Blossom House School is responsible for the continuation of provision whilst pupils are at home, Teaching, Learning, Therapies and Pastoral Support will be delivered remotely. In order to make remote provision as successful and as safe as possible, we ask that you read through these guidelines before any sessions take place.

- By logging your child into an online platform, or by accepting phone/video calls, consent will be automatically be assumed. **If you do not give consent for your child to participate in remote provision, please address this directly with the Principal.**
- Please ensure that your child has read and understood the 'online rules' for their Key Stage.
- School staff will help you to create a timetable of provision for your child. You will know which staff member(s) will be delivering sessions or making contact, the date and time, and the online platform that will be used (including any passwords).
- Where possible, sessions will be scheduled at the same time each week, however this is dependent staff availability.
- If you need to miss a session, or if there are technical difficulties, please do not worry. If you have having difficulties accessing remote sessions for any reason, please let your child's Group Leader know.
- Blossom House School will use the following platforms for video calls and conferencing only: Zoom, Skype and Microsoft Teams. We will send you instructions of how best to use these, including any passwords/details you may need.
- Staff will never attempt to make contact with parents, carers or pupils via social media platforms (Facebook Messenger, WhatsApp, Instagram, Snapchat, TikTok etc.). Any such contact should be treated as suspicious and must be reported to the Principal immediately.
- Please provide your child with a workspace that is quiet, safe and free from distractions (ideally not a bedroom).
- Make sure your child is dressed appropriately and ready for learning (no pyjamas).
- Please leave enough time to sort out any technical issues before any live video sessions are due to start.
- Parents and carers are responsible for making sure their child remains safe during any remote sessions. We advise you to stay in the room with your child during any phone calls or live video sessions, and to stay nearby your child when any online learning is taking place.
- Your child may need to take a break, especially if they are getting upset or finding things tricky. If your child needs a break during any remote sessions, please refer to the

strategies sent to you. If you feel you need more support in this area, please get in touch with your child's Occupational Therapist.

- Video sessions must not be recorded (including screenshots) or shared at any time.
- Any concerns or queries about online conduct should be discussed with your child's Group Leader or Specialist Adviser.
- Blossom House School will ensure any online platforms used are in line with privacy and data protection/GDPR requirements. Any personal details will be kept confidential and all video sessions will be password protected. **Please do not share passwords with anyone else.**
- Any safeguarding concerns should be directed to the Designated Safeguarding Lead (*Fiona Roberts* fionar@blossomhouseschool.co.uk) and/or Principal (*Joey Burgess* joeyb@blossomhouseschool.co.uk).

If you need further support to keep your child safe online, please visit the following websites:

- [Internet matters](#) - for support for parents and carers to keep their children safe online
- [London Grid for Learning](#) - for support for parents and carers to keep their children safe online
- [Net-aware](#) - for support for parents and careers from the NSPCC
- [Parent info](#) - for support for parents and carers to keep their children safe online
- [Thinkuknow](#) - for advice from the National Crime Agency to stay safe online
- [UK Safer Internet Centre](#) - advice for parents and carers
- [Childline](#) - for support
- [UK Safer Internet Centre](#) - to report and remove harmful online conten
- [CEOP](#) - for advice on making a report about online abuse

Rules for Zoom Calls

Sometimes I will have video calls with my class or some 1:1 sessions with therapists. We will use Zoom to make these calls. These are the rules when using Zoom:

1. An adult must be with me at all times when I am on Zoom



2. I will not take photos or videos when on Zoom



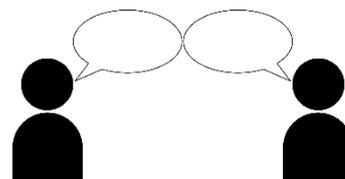
3. I will be sensible and kind to my friends and pay attention when others are talking



4. I will be respectful to the adults



5. I will not send anything inappropriate while online, if I see something inappropriate by accident then I will tell an adult immediately



If children are finding it difficult to make good choices they will be given a reminder of these rules. If the behaviour continues they will be asked to leave the Zoom call.

Online Rules for Secondary Pupils

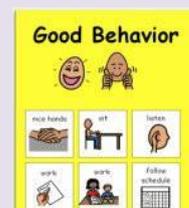
General Rules for Working Online

- I will only use technology for school reasons the way my teacher/therapist has told me to.
- I will not record or take photos/screenshots of my classmates, teachers or therapists during a video session.
- I will not tell anyone the passwords for Zoom.
- When emailing I will only use my school email account.
- I will only email teachers about work
- I will only use/attach appropriate work.
- I will not look for or share inappropriate images with anyone
- If I accidentally see inappropriate images I will report it immediately to my group leader or my parent.



Behaviour for Working Online

- I will be responsible for my behaviour when using technology (e.g. Zoom and video calls)
- I will use respectful language and kind words
- If I show inappropriate behaviour over technology this will be logged and shared with Clem.
- I will get a reminder to make the right choice
- If my behaviour continues the adult will remove me from the zoom call.
- I will try to be patient and respectful with everyone
- I will NOT record others online.



Zoom Expectations

When using video calls, remember that school classroom rules are expected. I will:

- Make sure I am in a room that is quiet and safe.
- Be on time for my Zoom session
- Be dressed appropriately for learning (i.e. no pyjamas)
- Try and stay focused during sessions
- Be patient and respectful with everyone
- I will not record the call.
- If I need a break, I can tell the adult



If I feel worried about anything that has happened online, I must tell an adult. I can also get help through Childline by phoning 0800 1111, or visiting www.childline.org.uk.

If I need to report any harmful online content, I can visit the [UK Safer Internet Centre](http://www.uk-safer-internet-centre.org)

I understand that these rules are to help keep me safe. If the rules are not followed the behaviour consequences will happen and my parents will be contacted.

Online Rules for Students - Post 16

General rules for working on line

- I will only use technology for school purposes as directed by my teacher or therapist
- I will not record or take photos of my classmates, teachers or therapists during live sessions.
- I will not post anything related to the group chat or session on line or on social media
- I will not reveal my passwords to anyone
- I will be responsible for my behaviour and actions when using technology (Zoom and other interactive applications), this includes the resources I access and the language I use.
- I will make sure that all my communication with students, teachers or others using technology is responsible and sensible.
- If sending email I will only use my school email account.
- I will not deliberately browse, download, upload or forward material that could be considered offensive or illegal. If I accidentally come across any such material I will report it immediately to my teacher or my parent, or report it to the [UK Safer Internet Centre](#).
- I understand that when using Zoom and other applications provided by the school that my use can be monitored and logged and can be made available to my teachers.
- If I need a break, I can request one from my teacher or therapist.
- I understand that these rules are designed to help keep me safe and that if they are not followed, school sanctions will be applied and my parent may be contacted.
- If I feel worried about anything that has happened online, I must tell an adult. I can also get help through Childline by phoning 0800 1111, or visiting www.childline.org.uk.

Zoom/Microsoft Teams expectations

When using video calls (Zoom /Microsoft Teams), remember that this is an extension of the classroom and you should conduct yourself as you would in a classroom. This includes:

- Make sure you are in an environment that is quiet, safe and free from distractions
- Be on time for your interactive session
- Be dressed appropriately for learning (i.e. no pyjamas)
- Remain attentive during sessions
- Interact patiently and respectfully with your teachers and peers
- Behave in a manner that is appropriate when interacting with school staff e.g. appropriate language, sitting up in a chair and not lying in bed.
- Provide feedback to teachers about your experiences and any relevant suggestions
- You MUST NOT record each other's online interactions.
- You will not post anything related to the session on line or on social media
- Make sure you end the session as soon as the teacher indicates to do so.

The Zones of Regulation

Blue Rest Area	Green Go	Yellow Slow Down	Red Stop
 Sad	 Happy	 Nervous	 Angry
 Upset	 Excited	 Surprised	 Yelling
 Hurt	 Calm	 Confused	 Aggressive
 Tired	 Proud	 Silly	 Mad

I need to be in the green zone to do my best learning. If I am not in the green zone I can choose a strategy to help me:

Do a learning break (exercises)



Use a squishy toy



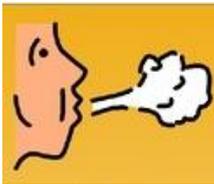
Punch some cushions (in a safe way)



Ask an adult to squash me under pillows



Deep breathing



Get some fresh air



Ask an adult to
push on my
shoulders



Ask to be alone
for a few minutes



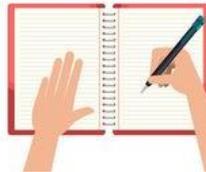
Meditate



Colouring



Write down how I
am feeling



Rip some scrap
paper/ cardboard



Play with some
slime/ putty



Listen to some
calm music



Look out the
window for a few
minutes



Zoom Call Tricky Times and How to Help

Sometimes at school, pupils have tricky times due the different demands and social miscommunications occurring in a school context. We have tried to anticipate a few feelings and behaviours that may occur for our children due to these Zoom calls. We thought we'd also share some strategies that we use at school, which may support you to help them through this new mode of communication.

Behaviours/Thoughts/Feelings:

- "I didn't get to talk"
- "Nobody listened to me"
- Anxiety if there is difficulty with the IT
- Name calling
- Ignoring adult's instructions
- Using unkind words
- Feeling frustrated
- Walk out of the room
- Throwing items
- Swearing
- Targeted behaviour
- Shouting
- Disrespectful to those on the call

Strategies:

- Consider what is causing your child anxiety
- Draw out their problems using 3 pictures to show the trigger, the behaviour and then the consequence
- Asking them to take a break
- Reminding them it's OK that it's tricky, this is new and different for everyone and we can try again next week
- Reminding them that they can speak to their GL the next day
- Positive modelling (demonstrating appropriate phone call behaviours) of how they could act on the call
- Descriptive praise: "Great joining in" "Great listening" as your child shows these positive skills
- Offering them a drink or a snack to support their regulation
- Providing them with a squishy ball or something to fiddle with whilst they are on the call
- Lazy 8 breathing (google image)
- Check their sensory needs e.g. hunger and temperature
- Parent to speak to GL later on that week for alternative strategies
- Provide pupils with a small break after the Zoom call to help them to calm down and settle before next demand