

# A safe online learning environment

## Guidelines and learning agreement

All North Somerset Wellbeing live sessions are designed to provide Service Users with skills that will equip individuals to manage their mental health and wellbeing better. In order to create a safe and supportive online learning environment, we would ask all learners to adhere to the following ground rules.

**Safe Disclosure:** Please only disclose information with which you feel comfortable. While we encourage peer discussion and participation, please be aware that this is not group or one-to-one therapy. Please do not disclose personal histories that might trigger you or others. This is for your own wellbeing and that of other Service Users in the live sessions.

**Confidentiality:** All information disclosed by participants in our sessions is confidential. Please do not discuss anyone else's personal information outside the group. If you choose to have your camera on, we would be grateful if you would please dress appropriately. Where possible, please find a private space in your home and, in respect of the privacy of other attendees, please try to use headphones when joining the sessions. **Recording live sessions is not permitted. The member of staff will have overall control of the meeting.**

**Zoom:** North Somerset Wellbeing Service has taken all reasonable measures to make the online learning space safe and to protect your personal data. However, Zoom is an external platform and the Service is not responsible for any breaches to Zoom security.

**General:** Please treat your peers, volunteers and staff members with respect. Creating a safe online learning space means being considerate in how we communicate and act: listening to each other, being non-judgemental, and using language that is inoffensive. We welcome all Service Users, however, anyone demonstrating abusive, offensive or disruptive behaviour will be asked to leave and will be excluded from the Zoom meeting until further notice.