

## Digital Befriending Guidelines for Parents/Guardians

Following the COVID-19 pandemic, SVC has ceased all of face-to-face volunteering activities, however, we are now looking at new ways to support our beneficiaries. We are keen to provide our beneficiaries with as much support as possible and try to combat feelings of isolation and loneliness.

SVC are currently offering volunteers to support our children and young people in the following ways:



### Video Calls:

This will be through SVC's secure 'Jitsi' video call platform.



### Telephone Calls:

Just to check in with the beneficiary for a chat, and be a fresh voice for the individual to chat to. Please note that all phone calls will be through SVC's Twilio platform and will be recorded for safeguarding purposes. Please also note that the number that will be shown when your volunteer calls will be 02921 675 057. Please save this to your phone so that you know who is calling.



### Online Games:

Multiplayer online gaming/board games, play Charades over video chat, online Karaoke, etc.



### Watch a Film (or other simultaneous activities):

Find a film or TV show available to both people for free (e.g. BBC iPlayer) or on a subscription service both people have (e.g. Netflix, Amazon Prime). You could also make snacks together beforehand.



### Cooking:

Depending on supplies possessed by the family, volunteers and beneficiaries could video call and make something together. Ideally something easy like a hot chocolate, or a snack. This could be alongside another activity from above.



### Pen-Pal Service:

Volunteers to send letters to beneficiaries, and vice versa, with support from the beneficiary's parents/guardians.



### Delivering Essentials:

If the family and beneficiary cannot get out of the house, then volunteers can get involved with picking up shopping or medicine for the beneficiary and their family, and dropping it to their house. All supplies will be

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- Your volunteer(s) will create a video link for them and your child via the server. They will send you this link and through it you can access the call each session.
- Please use Google Chrome when accessing your video call link.



- For safeguarding purposes, please ensure that participants (volunteer and beneficiary) are in a communal area e.g. living room, or that doors are kept open in private rooms e.g. bedroom.
- All participants to follow guidelines and conversation topics. Please see Beneficiary Guidelines.

- Keep up-to-date with letters that are being sent to beneficiaries.
- Letters from SVC volunteers will have 'Pen-Pal' on the envelope so that parents/guardians can open them first just to ensure you are comfortable with the content.



- All volunteers will be vetted by SVC, but feel free to ring the volunteer who is paired with your child and have a chat with them to make sure you're comfortable with the match.

- To ensure no accidents, guide your child in activities they are doing with volunteers, e.g. cooking/baking together.



- All participants are to ensure that they follow COVID-19 guidelines at all times.
- Click for links to pages - [Government Guidelines](#) and [Public Health Wales Guidelines](#)

- Contact SVC with any queries and concerns. Project Coordinator: Johnny Ling - 07776158486



**Cyfrannu ychydig, Cyflawni llawer!**

**Give a little, Gain a lot!**



## Online safety



Make sure your operating system is up to date. Update devices where possible to minimise the risk of being hacked.



Set strong passwords



Make sure your children use usernames that do not include their real name, age, or where they live



Use a secure browser such as Google Chrome or Firefox



Improve your device settings for maximum safety. E.g. Turn off location ID, turn off 'auto-fill' function to avoid unwanted purchases, etc.



Check backgrounds to all your children's video calls and make sure that no personal information can be seen.



You may want to install an adblocker such as 'Ublock Origin' which will turn off advertisements for most websites



## Contact

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