A SCOTTISH CHARITY SCO50063

Scottish Charitable Incorporated Organisation

NOURISH SUPPORT CENTRE

Nourish Support Group Online Chat Policy

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Version Control Table

Date	Version Number	Created By	Comments
May 2020	Version 1.0	Dougie Ovenstone	Board Approval 2nd May 2020
July 2020	Version 1.1	Dougie Ovenstone	Board Approval 24th July 2020

Policy Reference

This policy refers to any and all online activities used by Nourish Trustees, Staff, Volunteers and service users. Whilst enforcing this policy Nourish will take full account of individual rights under Nourish data protection policy and any other relevant policies.

Group Conduct

Your conduct when using chat groups must comply with all Nourish policies currently in force and as amended, including but not limited to those which relate to privacy, sexual harassment, information and data security, and confidentiality. The display of any kind of sexually explicit image or document on any Nourish group chat is forbidden.

Group Access Limits

Nourish group chats are intended for Adults in families who care for a child/adult with additional support needs. Group chats are also used for the Board of Trustees to keep in regular contact, for volunteers, and any other reasons deemed necessary.

We refer to an adult as a person aged 18+. People aged 16+ may be permitted with the prior permission from Board of Trustees or a member of staff.

Group Rules and Guidelines

People using group chats are asked to respect and adhere to the following rules and guidance as set by the board of Trustees.

1) Respect others using the group chat at all times. This includes the following…

    a) Refrain from the use of language that may be offensive to others.
    b) Remember others using the chat may be experiencing difficulties and feeling vulnerable.
    c) Keep to reasonable times of the day when using the chat. Remember everyone's sleeping patterns are different and may be affected by their care responsibilities.
    d) All chat groups should operate no earlier than 10am and no later than 9pm. With the exception of the volunteer's chat group which may be used from 9am by volunteers due to attend Nourish that day.
    e) Sharing of game invites and links is not allowed, any such shares will result in the user being temporarily removed from the group, and a private message being sent to the individual to advise. Users will be allowed to re-join the group once they can assure admin this will not happen again.
    f) Nourish groups will only be used to advertise and promote Nourish fundraising activities, any external advertising or promotion needs to be requested and reviewed by the CEO and Nourish Board of Trustees, the Board's decision will be final.

2) Respect the privacy of others at all times. You must not share anyone's information outside of the group chat without prior permission.
3) Whilst the chat group may be used by parents/carers from 10am - 9pm, this is not the working hours of Staff and volunteers.
4) If you would like to contact a member of staff/volunteer/Trustee, please do so before 4pm each day.
5) Any Nourish enquiries should be restricted to the chat operational hours of 10am – 4pm.

6) Access to groups is at the Trustees discretion, anyone not following our reasonable procedures may be removed.