

SWITCHING TO REMOTE WORK

SAFER VIDEO CALLS

THE SOCIAL SWITCH PROJECT'S GUIDE
FOR PROFESSIONALS WORKING
DIRECTLY WITH YOUNG PEOPLE



CONFIDENTIALITY

If you live with others, whether family or flatmates, be mindful of what they can hear if you're video chatting. Use headphones whenever you can, and ensure conversations can't be overheard by either your own family or housemates, or those of the young person. Ask them if they're in a private space.



CONTEXT

While video calls can be a great option to continue open lines of communication, individuals might feel differently talking to you in this new online environment. They may have safety issues in their own home environment, limiting their ability to talk openly, or they may just be uncomfortable with this new method. Take this opportunity to just focus on maintaining and building trust, without expecting too much.



BACKDROP

If you're video calling from home make sure that there is nothing in the background that will give away where you live or your address. This is particularly relevant if you work in the same community as the young people you support.

[THESOCIALSWITCHPROJECT.ORG.UK](https://thesocialswitchproject.org.uk)

If you've got more tips we can share to improve video calls with young people, or to improve any area of remote working as a professional working with young people, please get in touch: media@catch-22.org.uk