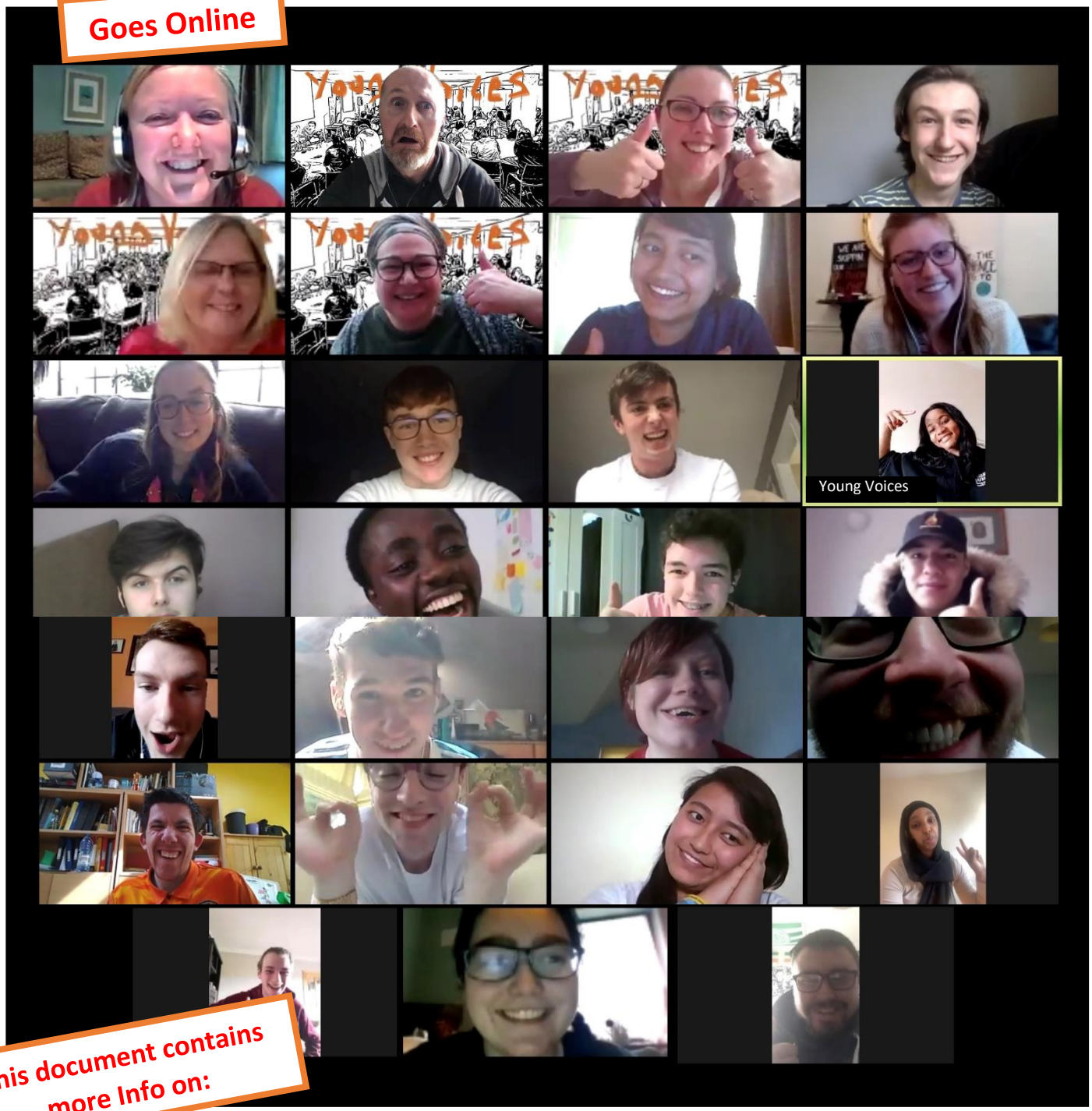
YOUNG VOICES
EU Youth Dialogue

Goes Online

nYCI national youth council of ireland
COMHAIRLE NÁISIÚNTA NA NÓG



This document contains more Info on:

NYCI & Young Voices → What is zoom & how to use it → NYCI safety measures → Further online safety → Further Digital Youth Work measures & resources

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Information on NYCI, Young Voices and the strategy to move online during this current Covid19 situation

Who is NYCI?

The National Youth Council of Ireland (NYCI) is the representative body for voluntary youth organisations in Ireland. We use our collective expertise to act on issues that impact on young people. Please visit https://www.youth.ie/about/ for more information. NYCI is committed to the protection of children and young people with whom we work and to promoting good practice within the youth work sector.

What is Young Voices?

Young Voices is implemented by NYCI in partnership with the Department of Children and Youth Affairs and the National Working Group on EU Youth Dialogue. Young Voices is a programme that offers ongoing opportunities for young people from age sixteen to thirty years who have an interest in change making. Within the flow of the 18 month cycle of the EU Presidency we work on thematic areas that are impacting on young people across the EU. Our challenge is to explore the issues, consult as many young people as possible and ultimately to propose actions that might have a positive outcome for young people at EU and National level.

Our mission is:

- To create a better future by empowering young people to influence decision making.
- To develop connections between young people, communities and decision makers.
- To connect, empower, represent, change and make a difference!

For more information please visit: https://www.youth.ie/programmes/projects-initiatives/young-voices/

What online platform are we using?

For the purpose of these meetings we will be using Zoom. This online platform is a great way to connect with young people. However it is important to note that similar to all online platforms there are some risks. In order to minimise these risks and safeguard young people we have compiled Information on Zoom and an outline of the safety measures we will be using.

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Information on zoom and a quick guide on how to use it

What is zoom?

Zoom is an online video conferencing software provider. They have created a free app for mobile and PC which allows people to chat to one another through video, voice or text in real time. There are options to run meetings, conferences and break away chat rooms.

Why are we using it?

We are trying to replicate our Young Voices events into an online space instead of a physical space due to recent COVID-19 circumstances and restrictions. Zoom is an easy to use online platform which allows young people to attend Young Voices meetings virtually. NYCI can reduce the amount of online risks by adjusting zoom privacy settings and facilitating and monitoring the sessions.

How to join our meeting/ session:

There is no need to register with Zoom, you can join by just clicking the link sent to you via email. This method avoids the need to share your data with the platform if you prefer and is recommended.

Or If you have and wish to use a zoom account, you can enter the Zoom Meeting with a specific ID Password for the Young Voices meeting sent to you by email from NYCI.

Preparation for meeting: Ensure you have the right equipment and set up to fully participate in the session:

- Charged laptop/ phone with access to your camera and microphone. (please note you will need to use your laptop to access the full features of zoom. It is not recommended to use your phone, however it possible.
- We would recommend using a headset if you have this available but it is not a necessity.
- Strong Wi-Fi connection
- Ensure background is free from any personal images/ items that can identify personal information for example where you live.

Within the zoom session with other participants please do not provide any of the following: physical address, email address or phone numbers**,** Information about your job, such as your title and employer, Credit/debit card or other payment information, Alternative social media profile information **or** Personal images/ videos

Ensure you know how to use zoom:

- You will be prompted to install a zoom app to your computer. It's possible to use Zoom on the web without this app.
- Here is a short video showing you how you join a Zoom meeting. - https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-
- When you get into the meeting, please check your video and audio settings to make sure you can participate fully. Here is a short video showing you how to check your settings - https://www.youtube.com/watch?v=HqncX7RE0wM&feature=emb_rel_end
- Attend NYCI tech check in which will be carried out in advance or at the beginning of the session. In this we will cover the following features of zoom
    - View options- side by side mode
    - Gallery View- Click on white line/ margin and drag to left to make all participants images appear.
    - Reactions button
    - Ground rules
    - Audio and webcam permissions -NYCI as host is the only person allowed to record- no other participant may use alternative software to record the session/ take a screenshot.
    - Privacy settings
    - Functions of live chat (private/ group- both are recorded), breakout rooms (including help button), polls, share screen (will be restricted to host only)
    - Silencing email notifications/ phones etc.
    - Chat options – private chats between participants will not be enabled but you can privately chat with the NYCI facilitators.

Please be aware of the following identified risks when using zoom:

- **"Zoom bombing"** is the term which has been coined to describe unauthorised people joining zoom meetings uninvited and broadcasting pornographic or inappropriate videos. NYCI will reduce this risk by using a registration system, password protected, waiting room and closed session operating system.
- **Phishing**- this is when you are encouraged to click on links that look like a legitimate zoom site. It is a scam that aims to obtain your personal information. NYCI will never ask you for your login details, passwords and/or credit card information.
- **Privacy concerns**- There have been some concerns about the amount of information that can be shared with the host of a zoom meeting when you download the app. It is recommended that you go through privacy settings within zoom app and deselect options in sharing personal information. In order to eliminate this risk NYCI recommends not downloading the app but instead following shared link.
- **Live streaming**- sessions will be live and although NYCI can make many measures to provide a secure platform, there still may be a minimal risk of a participant sharing or saying something they shouldn't. Please notify NYCI host through private chat option if something is said or seen to make you uncomfortable.
- It is also encouraged for parents to discuss online safety with their young person prior to session.

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The Safety measures NYCI will implement

NYCI is not endorsing the use of zoom and we cannot guarantee that it is entirely risk free as it is a non-affiliated third party agency. We will however put the following measures in place to ensure we will adhere to best practice when working with young people in an online space.

- Moving online will not change our organisations approach to child protection and safeguarding. We will continue to adhere to our child protection guidelines and maintain our responsibilities of safeguarding young people within the online space.
- We obtain parental/guardian consent to communicate with young people under 18years online
- We will be clear about the use of the platform (i.e. zoom), for what purpose, the parameters etc.
- Links to Zoom meetings will be sent as private messages and not posted on public forums. We will reduce risk of phishing by never ask you for your login details, passwords and/or credit card information, etc.
- We recommend that young people don't need to sign up for an account. They just need to follow link and enter password sent via email from an NYCI account.
- We recommend that young people log in with their first name and initial of their surname to keep their identity secure.
- We reduce therisk of 'Zoom Bombing' by using a registration system, password protected, waiting room and closed session operating system.
- We will operate a waiting room at the beginning of zoom. When you click initial link, you will be directed to our online waiting room. A waiting room allows NYCI to control who can join the larger group session.
- When all the participants have entered the session we will lock the session to ensure nobody else can enter the session.
- We recognise this is 'Live streaming' and will ensure many measures are in place to provide a secure platform.
- Only the host of the meeting will be able to share screen, unless they allow others to share screen to play an activity etc.
- During the session we will operate break out rooms. These are sessions that are split off from the main Zoom meeting. They allow the participants to meet in smaller groups. NYCI staff will pop in and out of these meetings to ensure participants are ok. NYCI will also highlight that there is a help button within each of these break out rooms should anyone need to talk to staff.

- Any inappropriate comments by young people (or others) will be removed by NYCI hosts. Reasons for its removal will be explained to the person who posted the content. We will encourage participants to notify NYCI host through private chat if something is said or seen to make them uncomfortable.
- We encourage parents/guardians to discuss online safety with their young person prior to our session.
- Zoom chats will also be saved and stored. We will disable the feature that would allow participants to 'private chat'. It is important to note that the 'private chat' feature can be seen by host and is recorded.
- Consent to record/ document/ distribute- A feature of Zoom is that the host can record the entire session (video, text, polls, whiteboards, chats- group and private). We will seek consent to use this feature and will remind participants at the beginning of session that it is being recorded.
- Parents can help their young person get set up on their device, but they should not join the session being moderated by NYCI.
- We will wait for all young people to exit the meeting before leaving. This ensures that Young people do not continue chatting without NYCI present.
- We will offer further online safety guidance links to parents/ youth workers (see below)
- We will review the security features of Zoom throughout the duration of CovID-19 and make changes as and where necessary

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Further information to online safety

NYCI have collated tools and resources that might be of benefit to you during this current time. The Covid-19 outbreak represents a major challenge for the youth work sector. It changes the way we all must work. NYCI have collated resources, training and advice to support you through this time. https://www.youth.ie/covid-19/

Further information on zoom:

- Zoom's support during Covid-19 page. This site is here to help you most effectively use Zoom as we all navigate the coronavirus pandemic. https://zoom.us/docs/en-us/covid19.html#education;
- Resource: Harden your zoom settings to protect your privacy and avoid trolls https://www.eff.org/deeplinks/2020/04/harden-your-zoom-settings-protect-your-privacy-and-avoid-trolls
- Guide for schools rolling out zoom: https://zoom.us/docs/en-us/covid19.html#education which is a good starting point. It is worth pointing out that this guidance is a US document

For parents:

- A PDF guide for parents is available from webwise parent hub. It provides information and support to ensure your child gets the most out of their time online. https://www.webwise.ie/parents/
- NYCI's web safety in youth work resource: https://www.youth.ie/programmes/projects-initiatives/web-safety-in-youth-work/

For Youth Workers:

- NYCI is part of this International Partnership www.digitalyouthwork.eu which includes many training resources, best practice videos and guidelines such as.
    - Digital youth work self-assessment- A tool to help reflect on attitudes and values on digitalisation and digital youth work. https://www.digitalyouthwork.eu/wp-content/uploads/sites/4/2019/04/Digital-youth-work-self-assessment-form.pdf
    - Social media plan- Framework to help youth workers draft a social media plan for their organisation. https://www.digitalyouthwork.eu/wp-content/uploads/sites/4/2019/04/Creating-a-social-media-action-plan.pdf

- A youth work matrix of risks related to online-usage and digitalization- This method tackles the need for knowledge of potential risks, as well as of ways to contain risks at an individual or collective level on young peoples' online usage and digitalisation. This is an essential area of educational work with children and adolescents, and "Safety" is also a separate area among the training needs in the report of the EU expert group "Developing digital youth work". https://www.jff.de/veroeffentlichungen/detail/a-youth-work-matrix-of-risks-related-to-online-usage-and-digitalization/
- What on Earth is Digital Youth Work?-A fun and engaging introductory workshop to get youth workers thinking about the role of digital in young people's lives. It helps us understand the broad definition of digital youth work. Type: Workshop plan and resources. https://www.youthlinkscotland.org/develop/developing-knowledge/digital-youth-work/digital-youth-work-project/digital-youth-work-training-materials/
- NYCI's web safety in youth work resource: https://www.youth.ie/programmes/projects-initiatives/web-safety-in-youth-work/

- NYCI is a support partner to the Youth Work eLearning Partnership [YWeLP] who developed www.youthworkandyou.org which acts as a hub for excellent web-based sources and resources for quality youth work. It also provides digital curriculum materials on five contemporary youth work themes; Communicating Youth Work, Youth Participation and Non-formal Learning in Youth Work, Ethics and Human Rights in Professional Youth Work, Youth Work in Diverse Societies, Youth Work in the Digital World.

For more information please contact: youngvoices@nyci.ie

www.youth.ie