

Code of Conduct for young people involved in Stay Connected:

What Can Young People Expect From The Stay Connected Caller?	What Is The Young Person's Role?
<ul style="list-style-type: none"> • Openness to hearing from you and listening to your feelings; • Respect for you, being honest with you about any actions we may need to take to keep you safe and not promising confidentiality; • Reflect on our conversations to able to respond and endeavour to meet your needs; • Responsible for their health and well-being, informing colleagues and line managers of any change in their circumstances in relation to Covid-19; • Excellent support services to you, meeting the purpose of Stay Connected; • Equal service to all who make contact through stay connected; • Youth Work practice and standards during all contacts; • Use of EA work phones, computers, agreed platforms and systems only to contact you; • To contact you at the agreed times and using agreed methods only; • Aware that the space from where they contact you is appropriate; • Aware their background and clothing is appropriate for video meetings; • Follow EA Safeguarding/Child Protection procedures; • Introduce you to a relevant support service if needed; • Be familiar with the method of contact; • Not to share irrelevant personal information; • Follow Stay Connected procedures. 	<ul style="list-style-type: none"> • Make the most of this opportunity to share and connect • Ask for help and support if you need it • Share your feelings • Think about the space you are in during the contact – try and avoid your bedroom • Wear appropriate clothing for any video meetings • Be aware of what is behind you in the room that the youth worker can see in any video meetings • Engage for as long as you want to - you can choose at any time not to continue with the service <p><i>If at any time you feel uncomfortable or unsafe please tell the Stay Connected Team member you spoke to during your introduction call/ the Stay Connected Service Lead or your parent/guardian.</i></p> <p>Key information for Parents The Stay Connected Service is being provided by EA Youth Service – If you would like to verify that is this a planned call please review the information available on www.youthonline.com. You will be asked for your consent for your child to be in contact with the Stay Connected service. This will be arranged during the setup call.</p> <p>Safeguarding If parents have concerns they should talk to the Stay Connected Youth Worker. If they are still concerned they can talk to the Stay Connected Referral Manager outlined as part of the information on the setup call. Alternatively, they can contact the Locality Lead Manager. They can also contact Social Services Gateway Teams.</p>



#stayconnected



@eayouthservice
EA Youth Service