

Video conferencing and livestreaming guidance

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Video conferencing and livestreaming guidance

Positive communication is essential in sport and can greatly impact the mental wellbeing of individuals. In light of the Covid-19 pandemic, England Hockey are aware of an increased use of video conferencing and livestreaming platforms to connect those involved in hockey. Video conferencing and livestreaming can be used in many ways such as for coaches or team managers to check in with their squads or to keep connected with teammates.

If you are considering the use of video conferencing and livestreaming platforms to connect with young people, you are advised to take the following advice into account:

- Platform – There are many online platforms that can be used to livestream video calls such as Zoom, Skype, Teams etc. Ensure you use a recognised platform provider
- Setting – Where and how is the call taking place? When making a call ensure that you are in a neutral area where nothing personal or inappropriate can be seen or heard in the background
- Consent – Ensure that parental consent is gained prior to any livestream or video conferencing calls taking place between young people and coaches/team managers.
- Parents/Guardians – Keep parents/guardians informed and updated.
- Language & behaviour - Agree expected behaviours in line with England Hockey's Code of Ethics & Behaviours (Respect) and challenge any behaviour that contravenes this.
- Duration & Timing of calls – Schedule calls at an appropriate time and ensure that the length of the call is not excessive. Avoid unnecessary calls.
- Personal details – Avoid sharing personal details such as phone numbers and email addresses
- Reason for calls – Video conferencing and livestreaming platforms should not be used for personal calls between coaches/team managers and young people. Ensure parents/guardians are aware of the reason for the call



- Recording calls – Calls with young people should not be recorded, especially if the young person is not aware or has not given consent to be recorded.
- Call Settings – when setting up calls with young people, ensure you check the joining settings. If you are able set default settings on the platform you are using, we strongly recommend that the following settings are used:
 - Mute Participants on Entry – On
 - Screen Sharing – Host Only
 - Allow Annotations – Off
 - Disable Private Chat – On
 - Allow Participants to Use Whiteboard – Off
 - Remote Control – Off
 - Kick User Out – On

Where possible it is advised that more than one adult (18+ years) is present on any call, regardless of whether the call is made to a large group of young people, or on an individual basis.

Zoom-Bombing

England Hockey are aware that video conferencing platform Zoom has experienced an increase in hijacking of calls if the host settings are not controlled. Information on how to prevent Zoom-Bombing can be found at <https://www.pcmag.com/how-to/how-to-prevent-zoom-bombing>

Further information

Further guidance on the use of livestreaming or video conferencing from the Child Protection in Sport Unit (CPSU) can be found at <https://thecpsu.org.uk/resource-library/best-practice/remote-teaching-and-coaching/>

If you are concerned about the welfare of a young person, you should contact your Welfare Officer or England Hockey's Ethics & Welfare Team at safeguarding@englandhockey.co.uk