



Blossom Education Limited
Registered Company Number: 12669600
Zoom Policy

USING ZOOM FOR VIDEO MEETINGS

Many organisations have turned to online videoconferencing platforms to continue their work during the COVID-19 lockdown. One of the most popular platforms is Zoom. This document has been prepared to aid individuals connected with Blossom Antenatal to understand how to use Zoom safely.

Firstly, like any other videoconferencing application, Zoom is just a tool. The general principles of safer working should still be followed.

Secondly, it is important to remember that videoconferencing can be a positive way to help people stay connected with each other and be supported during these extraordinary times. We must be mindful of the risks and seek to minimise them, but we should also be mindful of the distress people may experience if they feel isolated. By following the advice in this document, Blossom Antenatal can continue to support expectant and new parents by using videoconferencing apps—such as Zoom—as safely as possible.

It is important to note that whilst this guidance note refers to Zoom, this is not to suggest that Blossom Antenatal is recommending the use of this particular application. This guidance focuses on Zoom as it has rapidly become very popular during the COVID-19 lockdown, and also because some security fears have been identified.

DOWNLOADING ZOOM

Zoom can be downloaded from the company's website, <https://zoom.us/download>. It is vital that you only download Zoom from this site! There have been examples of people downloading versions of Zoom from other sites. Some of these versions are not safe; the best way to ensure you are downloading a safe version of Zoom is to only go to the authorised company website.

ADVICE FROM ZOOM

The Zoom website has some extensive guidance, including some that has been specifically created as a response to the very rapid uptake of Zoom during the COVID-19 crisis. That guidance is available as a link from the Zoom homepage. The guidance you are reading now is not designed to replace the guidance on the Zoom website. It is highly recommended that anyone involved in using Zoom for Blossom Antenatal takes the time to become familiar



with the advice on this section of the company's website. What we have provided below is advice based on some key concerns about using Zoom that have emerged recently.

GOOD PRACTICE WITH ZOOM

1. Don't advertise the Meeting ID and Password:

Each Zoom meeting has a unique ID number and password. These meeting identifiers are sent to participants one hour before the meeting. They are sent via email and must not be put somewhere where anyone can see them (for instance, on a publicly-accessible Facebook page).

2. Use the Waiting Room option:

This is now a default feature but it is still best to check. When enabled, anyone who joins the meeting will be placed into a 'waiting room' where they will be shown a message stating "Please wait, the meeting host will let you in soon". The meeting host will then be alerted when anyone joins the meeting and can see those waiting by clicking on the 'Manage Participants' button on the meeting toolbar.

3. Lock the meeting when everyone is in:

If everyone has joined your meeting and you are not inviting anyone else, you should lock the meeting so that nobody else can join. To do this, click on the 'Manage Participants' button on the Zoom toolbar and select 'MORE' at the bottom of the participants page. Then select the 'Lock Meeting' option.

4. Disable participant screen sharing:

As a host, this can be done in a meeting by clicking on the up arrow next to 'Share Screen' in the Zoom toolbar and then clicking on 'Advanced Sharing Options'. When the Advanced Sharing Option screen opens, change the 'Who can Share?' setting to 'Only Host'. If the meeting requires others to share documents, send these to the host for display.

5. Know who is in the meeting:

For most situations, Blossom Antenatal will know the meeting participants beforehand, as they will have registered on the website and booked a course.

However, there may be occasions when someone seeking to infiltrate a group like this may, for instance, claim that the camera on their computer isn't working, or that their internet connection isn't very good so they have to turn the camera off. Remember that they will still be able to see the other participants in the meeting, even if you



cannot see them. The easiest way to ensure this does not happen is to use the video facility so you can see who the participants are.

It has been decided that only those who can turn their camera on can be involved in video sessions. If this is undesirable (for instance, if it potentially excludes someone who would benefit from some involvement in the group) then a clear method of verifying the identity of the person is essential.

We ask that all participants keep their microphones on and make an introduction to the group.

The teacher must make the final decision as to whether someone can be permitted to stay in the meeting with their camera off.

6. Ensure that you do not record meetings:

There is an option to record meetings in Zoom but we recommend that you turn this option off when using Zoom for meetings. Recording meetings requires consent, and under GDPR that consent can be withdrawn at any time meaning that a recorded meeting would have to stop and the recording erased. This causes unnecessary complication and we recommend that recording is avoided unless absolutely essential.

7. Manage meetings safely using Zoom tools:

There are two other tools within Zoom that you may wish to be aware of, in particular:

- **Expel a Participant:** In the participants menu, you can hover your cursor over a participant's name, and several options will appear, including Remove. Click that to remove a participant from the meeting. They are unable to get back in if you then click Lock Meeting.
- **Attendee On-Hold:** if you need a private moment, you can put attendees on-hold. The attendee's video and audio connections will be disabled momentarily. Click on the attendee's video thumbnail and select Start Attendee On-Hold to activate this feature.