



FAQs: Video and phone call sessions

What platforms can I use for video sessions?

We are happy for mentors and families to try one-to-one video calling apps and platforms such as:

- WhatsApp
- FaceTime
- Whereby
- Skype
- Zoom

Mentors should agree with the parent/carer in advance what they'd like to do. Please do not use House Party, due to its looser privacy settings and the ability for others to view and join your call.

What should I do if the child's parent or carer doesn't have a smart phone / internet access / data that enables video sessions?

Sessions should be completed by phonecall, following the same guiding principles. We appreciate that running a session on the phone without video may be harder. Chance UK is monitoring which families don't have access to video calls to see if there's anything else we can do so please let your Programme Manager know. In addition, we will be launching a weekly bulletin with ideas and tips, which covers phone call sessions too.

What can I do if the child finds long phone calls challenging?

To make this easier for all involved, mentors and families can agree to split up their mentoring time (2-4 hours per week) into smaller chunks. Mentors and children can set each other challenges to do between the sessions. A session report should be completed each time a mentor has contact with the child. Please ask your Programme Manager for advice if you are having trouble with the quality or quantity of your sessions.

What can I spend my monthly budget on?

Your monthly budget should still be spent on activities for you and the child to do on sessions, the only difference is that you may need to be more creative! Buy a book or art supplies as activities you can do together on a session. Buy a notepad for the child to write the first half of a story in between sessions for you to complete next time. Weekly ideas from Chance UK will be issued every Friday. Please ensure that any parcels are sent as a gift option so that the family do not see your personal details.

How is graduation going to work?

Whilst the stay at home guidance remains in place, all graduations will happen digitally. Chance UK staff are working on plans to make them unique and special. Mentors should collaborate with their Programme Manager to make sure the endings process and graduation is positive for their child. Speak to your Programme Manager about the Joy Fund and how this can be used for your child after mentoring ends.

Will phone and video sessions continue after the coronavirus guidance ends?

When the government's guidance changes, mentoring sessions will resume on a weekly face-to-face basis. Video and phone sessions are our way of continuing a positive mentoring relationship in circumstances that are likely to be difficult for the child, but the preference is for an in-person offer.