

Guidelines for Virtual Programming and Events as of Monday, May 4, 2020

The Radnor Township Recreation & Community Programming Department is pleased to deliver virtual, live programming and events to you during our nation's Covid-19 pandemic. Our goal is to provide a positive, interactive experience that positively impacts your social, mental, and in some case, physical well-being. In doing so, there are guidelines that have been established and are recommended for you to follow. Our Department believes that by providing these guidelines regarding planning and preparation produces positive outcomes and allows for a successful and enjoyable experience for everyone taking part.

At this time, we have decided to use Zoom as a platform for which to utilize for our online programming area. Zoom has had some adverse publicity recently in the media concerning people who were not authorized to enter a meeting. In these cases, security features designed to control the online meeting were not utilized. The use of any online video conferencing tool poses inherent risks for malware, phishing, and privacy concerns and we are making every attempt possible to safeguard against these possibilities.

Outlined below are some best practices we are using to guide virtual safety:

- **Required Program Registration** – This is required through our Department's MyRec.com online registration which requires you to create an account and subsequently sign up for the program. We can monitor and review your account administratively from our end and evaluate who is attending before the program takes place.
- **Zoom Meeting Password** – Each Zoom link will be provided with an encrypted password that is provided to you upon registration – we have enabled this feature in our account. Please do not share this link with any other people or on social media.
- **Use of a Random Meeting ID** – We are using best practice to generate a random meeting ID (versus a Personal Meeting ID) for each program so it cannot be shared multiple times and is not always running.
- **Locking the Virtual Program** – We can lock our Zoom Program so that no one else can join after everyone participating in the program has joined.
- **Allow Only Authenticated Users to Join** - We can ensure that this setting is in place so that only members of our program who are signed into their Zoom account can access this program.
- **Visible Zoom Username** – Update our visible prior to joining the meeting so it properly reflects who you are. For minors, please make sure that it does not reflect the participant's full name – for instance, Joe Smith should be updated to reflect Joe S. Do not use any nicknames or have your device listed (i.e. "iPhone" or "iPad"). This can be changed by right clicking on the visible name in your video image and selecting 'rename' in the drop-down window. You will NOT be admitted into the Zoom meeting from the waiting room if we cannot identify you properly based on your visible username.
- **Disable Join Zoom before Host/Waiting Room** – Participants cannot join the program before the host arrives (our Department Staff Member) – You will be 'waiting for the host to join or in the waiting room.' You will not be permitted to enter the program until we select to 'admit' you. We also have control in doing this individually versus all at once.
- **Disable Video and Mute Microphone** – We can disable your video and microphone until we permit you to be viewed or to be heard.

- **Control of Screen Sharing** – Our Department staff only will be permitted to have the screen share feature to utilize. Only during certain instances will we enable the screen share feature for you. For times when the screen share feature is needed and a participant will share their screen, Department staff will disable participant annotation in the screen sharing controls to prevent participants from annotating on a shared screen.
- **Lock Down the Chat** – We will automatically lock down the in-program chat feature since this can be distracting to the delivery of our program. Only during certain instances will we enable the chat feature.
- **Attendee On-Hold** – Department staff can momentarily disable a participant’s audio and video connections.
- **Remove a Participant** – We have control to remove you at any time. A member of our Department will constantly be observing your screen for inappropriate or distracting behavior during a program.

Meaningful & Positive Experience

Our Department’s goal is to ensure that your virtual programming experience is both meaningful and positive. In order to achieve this goal, participants will share in this responsibility. During the program, our staff members will share verbal guidance and explanations as needed in order to allow for the program to be delivered in an organized manner. Because many of our programs will be an experience designed to engage participants, positive social interactions will be very important in order to ensure success. With that are the following outline of expectations for program participants:

- **Program Leadership** - Each program will be led by at least one or more Recreation Department Staff members. At least one staff member will be responsible for guiding the program and another staff member will be responsible for observing online behavior – this includes observation in multiple rooms for programs that use this feature.
- **Parent/Guardian Presence** – Parents/guardians are more than welcome to be present in the virtual program, however, we ask that unless you are taking part in the program, to refrain from any commentary or questions that might disrupt the successful delivery of the program. If your electronic equipment malfunctions in any way, we cannot be responsible for providing troubleshooting or guidance in this area.
- **Recorded Content** - You will be notified before a program regarding any recorded content. This content is generally used for promotional purposes. We ask that you do not record any portion of our content at any time for any reason. This includes video or audio content and screenshots. Doing so, will result in permanent dismissal from our programming. Our Department cannot guarantee that all program participants will comply with this request.
- **Good Digital Citizenship** – We ask that you be a good digital citizen and participate in our program both responsibly and positively. Please be mindful that virtual programming is taking place within a group setting and you have a responsibility to behave respectfully and appropriately.

Additional ways you can be successful:

 - You should be the only participant in your video – recognizing that a parent/guardian may be present outside of the viewing radius of your camera.
 - Eliminate distractions in your camera’s viewing radius – try to use a solid background area free from movement such as pets, siblings, music, noise or other interferences. Custom virtual backgrounds are welcome provided they are not too busy or distracting.
 - Participate in a space where you are comfortable and can move around.
 - Please try to avoid any disruptions during your scheduled program. If you need to take a break, please communicate with the staff member and excuse yourself.
 - Wear appropriate clothing such as school or casual attire.
 - Refrain from cell phone use, grooming, or other inappropriate gestures.

- *Always mute your microphone unless it is your turn to talk or you would like to talk. When it is your turn to talk, please speak up and join the conversation. Note that each program leader may establish different ways of providing notice that you wish to speak, this may include physically holding up your hand, using the 'raise hand' feature in Zoom, or another pre-determined and communicated way of establishing notice to speak.*
- *Watch the person who is talking and be respectful to who is taking.*
- *There is zero-tolerance for inappropriate behavior, including bullying. Any inappropriate behavior will be up to the judgement of the Department staff member who is leading the program and will be addressed with a parent/guardian as she/he sees fit.*

Technical Recommendations and Program Preparedness:

The following is recommended prior to the start of your scheduled program:

- Review Zoom Technical Recommendations - [Zoom System Requirements; Supported Operating Systems; Supported Tablet & Mobile Devices; Supported Browsers; Processor and RAM Requirements; High DPI Support; Bandwidth Requirements; HD Camera Suggestions; USB Speakerphone and Microphone; Other Peripherals](#)
- [Review Zoom Privacy and Security Information](#)
- Please ensure your computer or device is charged and working properly along with your internet connection. If you have a weak internet connection in certain portions of your home, try to identify the best location in your home to participate in our program.
- Review your camera's viewing radius ahead of time and adjust prior to the start of a program.
- Review any of your computer or device settings ahead of time and adjust prior to the start of a program.
- Please note that internet speeds vary, and viewing is not always clear and accurate while using Zoom.
- Please note that your device's display and settings may incur differences across different platforms.
- Identify a designated setting that is open and comfortable for you to participate in and please allow any room to stand up and move around.
- Be sure to change or mask any email addresses or phone numbers that may be visible.
- Please update your visible zoom username so that it does not reflect a child participant's full name – for instance, Joe Smith should be updated to reflect Joe S. This can be changed by right clicking on the visible name in your video image and selecting 'rename' in the drop-down window.