



VIRTUAL PROGRAMMING GUIDELINES

The H. Louis Lake Senior Center (Center) is utilizing virtual platforms to communicate & deliver programming to participants during COVID-19 Center closures. We are committed to provide our participants a safe and secure experience. We have established the following virtual program guidelines for our instructors and participants:

Instructors

- All virtual interactions are to come from authorized organizational accounts that have been approved by the Center's Assistant Supervisor. **No** personal and private accounts may be used to engage participants.
- Never interact with participants one-on-one.
- Create a supervised virtual space with approved number of participants registered for the class.
- Instructors are not to, message, call, email, or communicate individually with any participant before, during, or after the scheduled program time.
- Enforce appropriate communication by enabling/disabling platform features.
- Turn off chat functions to prevent private conversations between participants.
- Sessions may only be recorded if pre-approved by Center's Assistant Supervisor.
- Participants must register with the Center and sign the Center's liability waiver prior to participating in any virtual program.
- A roster of attendance must be kept and submitted to staff weekly.
- Instructors are prohibited from asking participants or donations. All virtual programming is FREE.
- Staff members will monitor online interactions.
- Report and document any concern or inappropriate behavior to Center's Assistant Supervisor within 24 hours by calling 714-741-5242.

Participants

- All virtual interactions will come from authorized organizational accounts that have been approved by Center's Assistant Supervisor. **No** personal and private accounts will be allowed by any instructor to engage participants.
- Never interact with instructors and/or other participants one-on-one.
- Participants are not to, message, call, email, or communicate individually with any instructor and/or participant before, during, or after the scheduled program time.
- Chat communications will be turned off to prevent private conversations.
- Sessions may only be recorded if pre-approved by Center Supervisor.
- All participants will be muted until session starts. Unless you are planning to ask a question keep yourself muted to avoid distractions.
- Participants must register and sign liability waiver prior to participating in any virtual program.
- Participants are prohibited from giving donations to instructors. All virtual programming is FREE. If you are interested in making a donation to the H. Louis Lake Senior Center please call 714-741-5253.
- Report any concerns or inappropriate behavior to Center's Assistant Supervisor at 741-5242 within 24 hours.

For any questions or concerns regarding these guidelines, please contact the Senior Center Assistant Supervisor Dana Saucedo at 714-741-5242.

