



VIRTUAL COACHING

Definition of *virtual coaching*:

an in-person coaching conversation that is conducted over a web-based video conferencing service, this could include but is not limited to Zoom, FaceTime, WhatsApp, Skype, and Fuze.

Communication:

Coaches will communicate with young people to discuss virtual coaching. This discussion should include permission to participate in virtual coaching as well as the best way to conduct the virtual coaching moving forward, including the best platform in which to utilize to best meet the young person's needs.

Coaching time:

The same amount of monthly coaching time should remain required, even when utilizing virtual coaching. All efforts should be made to use some sort of video conference with the young person in place of a face-to-face meeting. If a video call is not possible, a phone call will suffice for coaching time. Text and email can be excellent ways of communication with a young person, however, would not count as coaching time unless it was a significant amount of time.

Relationship building:

Building relationships between young people and coaches is imperative to the work. It is important to continue building rapport and building a relationship with the young people being served to help support them even through virtual means.

Resources and Support:

Assisting young people to access services and supports can be done virtually, however it will be important to offer additional check-ins in order to help the young person through the processes and continue to help them feel supported.

Reporting:

All communication should be documented. Virtual coaching time should also be tracked, as well as the means in which the coaching was conducted.

Evaluation:

It will be important to check in with young people to make sure their needs are being met while utilizing virtual coaching. Are the means in which the coaching is being conducted user friendly for the young people, do they feel supported, are their needs being met?

Safeguards:

It will be important to maintain confidentiality while utilizing online means for virtual coaching. All communications should be uninterrupted, void of any distractions.

