

UCD Parent Buddy Programme Supplementary Covid-19 Guidelines and Resources

The Role

Please refer to the Parent Buddy Programme Code of Practice

Meetings

Many aspects of this remain the same as the original document. However, there will be obvious differences in terms of conducting the meeting as follows:

- Meetings will be scheduled via Zoom.¹ Personal phone numbers should not be given
- Give the option to contacts to use Zoom with or without video. If contacts do not wish to appear on video, remind them to turn off the video function as it may be on by default.
- Advise contacts that all other functions in Zoom will be turned off [Note that the recording function on Zoom can be automatically turned on during calls so please ensure that this is turned off].
- Duration of meetings may vary, but should extend no longer than 1 hour
- Meetings should take place during core meeting hours (9:30am – 4pm) Monday to Friday

When and Where to Meet:

- Meetings will be scheduled to occur via Zoom and not in person or over the phone since most UCD employees are working remotely at this time.
- Zoom meetings will continue to be appointment-based.
- Colleagues will continue to make initial contact with Parent Buddies via the Parents Support EDI webpage and meetings will be scheduled via email. The following is a template e-mail that you may wish to use if contacted for a Zoom call:

Dear Colleague,

Thank you for contacting me as a Parent Buddy. These are challenging times for everyone and we are glad to be able to support colleagues remotely. Conversations will take place via Zoom during core meeting hours 9:30am - 4pm. Can you please let me know if [insert time and date] is suitable for you or if you would like to suggest an alternative, I will try to facilitate as best I can.

You can choose whether to have a call with or without video. If you do not wish to be visible during the call, please ensure the video function is not activated.

I would like to reassure you that calls are strictly confidential and all functionality will be turned off apart from my voice and video.

In the meantime, you may find this webpage helpful:

<https://www.ucd.ie/equality/support/supportsforparents/>

¹ If you are not familiar with Zoom, please review

<https://www.ucd.ie/itservices/ourservices/emailcalendarcollaboration/videocallsandconf/zoomvideoconferencing/#d.en.488293>

I look forward to hearing from you.

<End>

How to Conduct the Meeting:

- Begin with an overview of the Parent Buddy role
- Ensure you set clear boundaries from the start (see Code of Practice for further details)
- Listen in a non-judgemental way – the majority of the talking should be done by the contact
- Reassure the contact on confidentiality
- Recording for statistical purposes – the following statistics should be recorded anonymously:
 - Date of Zoom Meeting
 - Nature of issue discussed:
 - Mainly Work Related
 - Mainly Personal
 - Combination of the two
- A google form will be created for this information to be logged shortly. Please keep a note for now.

We understand that Parent Buddies are juggling demands like us all and it may be difficult to coordinate a date and time at times. If a suitable time and date for a Zoom meeting cannot be agreed, please refer the contact to another Parent Buddy and notify the EDI Unit.

Supports

Outlined below are a range of supports available to you as a Parent Buddy and supports that you can refer a contact to, depending on the nature of the issue.

Internal Supports for Parent Buddies:

- **EDI Unit:** Parent Buddies are welcome to contact the EDI Unit for advice or any questions in relation to their role or contacts received (edi@ucd.ie). A scheduled check-in in June has been organised. In the meantime, the EDI Unit will check-in with Buddies over the coming weeks and a peer zoom meeting will be scheduled as required.
- **Employee Assistance Service:** The Employee Assistance Service is a confidential support service provided by an external provider. The EAS service is available to UCD employees and their immediate family members providing supports for employees in areas of general health and well-being, as well as counselling supports. The freephone helpline 1800 817 435 is available 24 hours a day, 365 days a year. The EAS provider has also created an online Support Hub. To access the hub, visit: inspiresupporthub.org and create your own login (separate to your Connect login credentials)
- Parent Buddy Code of Practice outlines further information on being a Parent Buddy

Supports to communicate to Parents:

- **Line Manager:** You can suggest to your contact that they organise a zoom meeting with their Line Manager to discuss an issue that is going on in their life. One of the duties of Line Managers is to coach, advise and support their employees and colleagues to enable their well-being.
- **Human Resources:** HR Partners are available remotely to assist individual employees who may require confidential guidance, advice or support.
- **[Mental Health First Aid Peer Support Group](#):** This peer support group provide an initial point of contact for employees experiencing issues of a mental health nature. They act as a listening ear and source of information in a strictly confidential manner, provide signposting to supports and resources and promote positive mental health at work and help reduce stigma.
- **[Dignity & Respect Contact Persons](#):** The Panel of Dignity and Respect Contact Persons are fully trained faculty and staff members of the University who are appointed on a voluntary basis by the President under the Dignity and Respect Policy. They act as a listening ear and provides non-directive and non-judgemental support and information to employees and students experiencing difficulties of a bullying, harassment and/or sexual harassment nature on a strictly confidential basis.
- **Mediation:** Mediation is a voluntary, confidential process that allows two or more disputing parties to resolve their conflict in a mutually agreeable way with the help of a neutral third party, a mediator. Examples of such disputes include interpersonal differences, conflicts, and difficulties in working together and the breakdown in a working relationship. Mediation in UCD is delivered by an external provider and can be arranged via the Line Manager who will contact the EDI Unit.
- Off-campus engagement and well-being programmes are available during the period of Covid-19 – [click here](#) for further information.
- **UCD Library:** [Parenting and Caring Collection](#). A collection of e-books and books in James Joyce Library for UCD staff and students that covers the personal challenges you may encounter at different points of your working career;
 - **Parenting** - aspects of parenting from IVF, pregnancy, baby care, kids emotions, to caring for your teenager, step parenting and even parental well being
 - **Retirement** - Preparing for retirement, looking after yourself - Ageing well
 - **Caregivers** - Support if you are caring for a loved one outside of work; Dementia, Parkinsons, Alzheimers etc.
 - **Grief** - if you have lost a significant person in your life from suicide, illness, miscarriage etc.
- **EDI related Networks:** UCD has a number of EDI-related employee [networks](#) that any UCD employee can join: the [Staff Disability Network](#), the [LGBTI Staff Network](#), the Multicultural Employee Network at UCD ([MENU](#)) and [Women at STEM](#). These networks provide an opportunity for employees to network and meet like-minded colleagues.

- **Community Choir:** the UCD Community Choir was established as an EDI initiative to bring staff together and is comprised of current and retired UCD staff with a core group of 70-100 singers.
- **Culture & Engagement e-zine:** Look out for initiatives such as yoga, meditation, tai chi, lunchtime sketching in the bi-weekly e-zine.

External Supports:

If required, you can refer the person to external helplines for confidential non-judgemental support. Most helplines will provide a listening service, give information and advice, provide emotional support and point people in the direction of other services. They are often free-phone services which are staffed by trained volunteers or employees.

- **The Samaritans**
www.samaritans.ie
Phone: 116123
Text: 087 2609090
Email: jo@samaritans.ie