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# Video Calling Checklist

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## Before the Meeting

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- Check the history in the case and read the previous assessments – specifically question whether the abuser is likely to be in the home? Is there a history of stalking behavior? Has the perpetrator previously recorded the victim without her knowledge or consent?
- Send instructions to the client including that they; check they can use the app, choose a room that has a good signal and is appropriate with a low risk of being interrupted, tell others in the home that she is not to be interrupted (you could suggest that a sign is placed on the door), arrange childcare or have plenty of activities for the children to do while she is on the call and use headphones.
- Send meeting ID and password, if this is required for the app you are using, and ask that they keep it secure.
- Have an alternative contact method available in case you need to communicate silently during the call. Consider whether a safety word needs to be agreed.

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## When the meeting starts

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- If the client is living with an abusive partner, ask that they are both present when the meeting starts, then ask the partner to leave the room with the camera watching their exit.
- Ask the client where other household members are and how the children are being cared for.
- Ask the client to scan the room with their device to check it is empty.
- Take note of the surroundings, is there any visible damage (holes in the wall, door off the hinges) or obvious signs of neglect.
- Take note of the client's presentation (marks, signs of drug or alcohol use, etc....).
- Check that the client has headphones and is aware of the technical features of the app and discuss how they can communicate silently.

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## During the meeting

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- Consider whether you need to - change your questioning style to closed questions, communicate silently via text or message, stop the work and reschedule.
- If you cannot continue safely you must stop the work.

