



ZOOM Guidance for Volunteers

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How will we use ZOOM?

In-person Wish Visits will now be virtual experience, held via ZOOM. These calls will be scheduled in advance and will see a Wish Visitor, Wishgranter and Wish Family speaking via video call.

This guide will help you to arrange calls and facilitate wish conversations with families!

What is the Process?

Initial phone call

- Speak to parents / guardians first to arrange time and prep them on the discussion.
- Introduce yourself to the family and explain your role as a volunteer.
- Are the family and the child willing to participate in a virtual wish visit? – if not a telephone wish visit can be arranged.
- Ask for them to bring along a toy or something that interests the child as a conversation starter.
- Are family aware of how to use zoom – share guidance in how to do this.
- Would family like a zoom test?
- Advise that calls are better via laptop/iPad.
- Suggest somewhere quiet to hold wish visit.
- Find out more about wish child – shy? Do they have a favourite interest/hobby? – anything to help engage conversation and make the child relax.
- Good to have advanced ideas but no set plans and let it flow on the day.

The ZOOM Wish Visit

- Send the family a message on the day of the visit to ensure they are still happy with the date/time.
- Where possible, please wear your Make-A-Wish T-shirt.
- Start the meeting early, this allows time to troubleshoot any tech issues.
- During this time introduce yourself to the Wishgranter and be sure you are both ready for the call.
- Be present during the visit, try to save notetaking for after the call but if you do need to make notes why not turn it into a game - compare notes with the child.
- Use the below tips to host an exploratory conversation surrounding a 'wish' with the child and family.
- Let wish child know we will go away and reflect on discussion. WG be in touch



What is the Process? (cont.)

Safeguarding Considerations

- Have a blank background behind you, be aware of any photos or items in the background.
- Find a quiet space at home – if any noise around you please mute.
- Children are naturally curious and may ask where we are / want to see our homes / offices – be sure to keep a professional distance.
- Make sure we feel safe – don't give too much away.
- If a parent / guardian needs to leave the room – pause the conversation for a while so you're not alone with child.

Managing Expectations

- Don't promise but reassure them we will listen, take their ideas and see what we can do.
- Be open and honest - Discuss possibilities. 'we will try our best'.
- Listen. 'Pressing pause button' - Sounds like you have lots of exciting ideas, can we just explore these and slow it down. 'This is what I am hearing.'
- COW – re package something. Understand and acknowledge that we may not be able to do the first thing they chose.
- Cannot do this... but we can do this... it's different but still exciting. Keep positive.

Guiding the ZOOM Call

Conversation Starters

- Avoid 'Why' questions – try 'tell me more', 'because..?' or 'I am wondering about...'
- Explore ideas rather than having an interview – let the conversation flow.
- Don't ask them to justify their ideas – make notes and explore the list with the child to check we have got everything.
- Keep it light hearted and maybe show notes on screen to encourage their involvement.
- Clarify what they say – 'tell me if I am wrong', 'I am hearing this', 'So it sounds like you would like this...'
- Stay curious in the wish child and interested in them – they are used to adults making decisions for them.
- Have tools ready if things do struggle – puppet, character or toy and ask them to speak to it.
- Use whiteboard tool to start conversations – draw something with them
- Connect with the child and copy their energy. Be enthusiastic but not too much if it is not engaging them.
- Sometimes they may give nothing back, but they are listening and taking it in.



Guiding the ZOOM Call

Finding the Wish

- The word 'wish' may make them feel pressure as having to choose something magical and amazing.
- Discuss ideas such as, if you have £10 what would you like, if you had £100 what would you like, if you had £500 what would you like, build on ideas they have and help create something around this.
- Keep it relevant, 'what would your wish be today'. Keep it in the now.
- Children can change their minds, let them know it is okay to change their mind.
- Let them know that adults get things wrong too, we want to get this right for them. Let parents input into discussion but ask child if this was what they were thinking of.
- Let siblings be involved but then ask for them to do something as a distraction if they take over.
- We manage the family's expectations but also manage our own – child may want something small. That is okay.
- Have empathy for the parents – may be hard to let go and let their child take control. Listen to the parents.
- The child may have already chosen a wish but we can no longer do this. Help them feel that this is okay and we will do what we can.

Tools You Can Use

- Subtitles on Zoom when people talk – types out what they are saying.
- Communication tools – they will be used to using certain things – find out what this is before the call.
- Pictures – give them choices of things.
- Online Sandtray – www.sandtray.com – show me what you would like etc. Move things around in the sand

Have fun and enjoy it!



What if the family do not answer the zoom call?

If the family do not join the zoom call, give it a few minutes as there may be some technical issues. If family do not join, log off and send a message to the family suggesting to reschedule – they may of forgotten or have had other arrangements. Discuss with the Wishgranter about alternative dates for when the family are ready to re-arrange.

What if I can't capture a wish?

It is not unusual that it may take the wish child and their family some extra time to explore and decide on a wish. It may take a second or a third wish visit and you can help the family by referring them to the Wishing Well and our social media pages for inspiration.

I am conducting a wish visit for a child who is non-verbal, any advice on how I can capture their wish?

Speak to the family and ask them how is the best way to conduct the wish visit – are there any communication devices that may help, how do the family currently communicate with the wish child? We will take guidance from the family and take their advice on the best way of capturing the wish of the child.

I have spoken to the family and they have requested a wish we can't currently grant

We would recommend speaking to the Wishgranter in the first instance to discuss what the wish is. Unfortunately, we are no longer able to grant some wishes, but we can refer the family to the Wishing Well where they will be able to review a catalogue of wishes that we are currently able to grant.

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Speak to the family and ask them how is the best way to conduct the wish visit – are there any communication devices that may help, how do the family currently communicate with the wish child? We will take guidance from the family and take their advice on the best way of capturing the wish of the child.

Can I use other communication platforms such as WhatsApp/Skype to conduct a face-to-face virtual wish visit?

Unfortunately you will not be able to use Facetime, Skype or any other communication tool to conduct the wish visit. These platforms do not currently meet GDPR regulations and does not follow the Safeguarding practices we have in place. We must adhere to these while we are interacting and communicating with our wish children. Please see the slide 'How to ZOOM' on how to set up a Zoom Account.





I have spoken to the family and they would like to wait until we can visit their home!

Some families may like to wait until we are able to visit in their homes, or they wish to pop the wish on hold until they are ready. If the family have expressed this on the initial call, explain that we would love to explore wish ideas so we can start the wish child's journey sooner. There is no pressure for the family to confirm a wish on the first wish visit and it may be helpful for the family in deciding on a wish when speaking with the wish visitors and answer any questions they may have. If family would like to wait, explain that we do not know when home wish visits will resume but will be in touch once we can proceed with the child's wish journey – if the family change their mind in the meantime they can also get in touch. Please update the Wishgranter so they can ensure the wish child's application is updated.

The wish visit is not going well, what should I do?

If you feel uncomfortable at any time on the wish visit, apologise to the family and end the call. Follow up with the Wishgranter to discuss any concerns. If the wish child is not feeling well or does not wish to engage in conversation, speak with the family and explain there is no pressure to explore wishes today and that another wish visit can be rescheduled. You may wish to end the call with suggesting the wish child comes to the next wish visit with ideas and interests to help with capturing a wish!

I have joined the virtual face to face wish visit, but the other wish visitor hasn't joined – shall I continue to capture the wish?

Just like a home wish visit, we need to ensure that there are two wish visitors present when capturing a wish. Both wish visitors need to be present before the wish family join the meeting – we would recommend joining the wish visit 5-10 minutes before the scheduled time to troubleshoot any technical issues and to share ideas. If one wish visitor is not present, please apologise to the family and advise we will need to reschedule. As part of our Safeguarding policy, we must have a minimum of two wish visitors present.

A wish child would like to speak to me over the phone – they are 17 years old. Am I allowed to capture the child's wish on my own?

If you are to speak to any wish child, no matter of their age we would advise to arrange this with another Wish Visitor/Wishgranter. If the child is under the age of 17 a parent or legal guardian needs to be present.

The family are not able to use Zoom and has requested a telephone wish visit – what would you advise?

It isn't a problem if the family would prefer a telephone wish visit. If you are unable to conduct the telephone wish visit, please let the Wishgranter know.

We must ensure that another wish visitor/wishgranter is on the telephone wish visit. If the child is under the age of 17 a parent or legal guardian needs to be present





Will the Wish Visit be recorded on Zoom?

Wish Visits will not be recorded but if there is a need to do so we will ensure we gain the appropriate consents from all those involved.

Training Questions: What is GDPR and their guidelines?

GDPR stands for General Data Protection Regulation and is a set of guidelines for the collection and processing of personal information including volunteers, employees and wish families (The Data Protection Act 2018). The guidelines give protection and rights to individuals and for organisations it provides guidelines on how to handle information with those that they wish to interact with.

Training Question: What is a DSO?

A DSO stands for Designated Safeguarding Officer and they are the point of contact for any advice on Safeguarding. If you are concerned about a child and wish to speak to someone please direct your concerns to Kaye Elston, Volunteering and Safeguarding Lead or your Volunteer Manager.

