



A Guide to our Digital Postbox Service

During Covid-19 Social Distancing measures, it may be more difficult for children to keep in contact with parents they do not normally live with. For parents who do not have direct contact with one another, we can provide a digital post box service to keep parents updated as to how their child is. This is a pilot project and may be subject to changes in the future.

What we can provide

- A regular email update about/from or to your child
- Photographs/ scanned drawings
- Videos of child (via WhatsApp)
- Videos of parents, for example, reading bedtime stories (via WhatsApp)

How we keep you safe

- We never share contact details, including email addresses, between parents. All correspondence you receive will come from a fmhighland email address or our WhatsApp account.
- We read or watch everything sent between parents and reserve the right not to pass on anything we have concerns about.
- Videos and photographs will be deleted from our system once they have been sent to the other parent.

<u>Resident Parent</u>	<u>Non-resident parent</u>
Suggestions to include:	Suggestions to include:
A health update on your child	A video/ audio recording of you reading a story or singing a song
Anything your child has done well this week or new achievements/milestones	A photograph showing something you have been doing this week.
Anything they have said or done that made you laugh	A video showing a short greeting for your child.
A picture of anything your child has made or drawn in the past week	An age appropriate short written message for your child
A message from the child to other parent, written, audio or video recording.	A photograph of a pet.
A photograph or video of your child.	

A word of caution

- Keep the messages for/about/from the child
- Do not make promises you can't keep at this time
- Don't ask personal questions or make negative comments about the other parent or wider family
- Do not make requests for money or other items
- Please make videos of no longer than 2 minutes and/ or one story of up to 5 minutes.
- Messages will only be forwarded on a set day each week/ fortnight, as agreed.

RELATIONSHIPS SCOTLAND – FAMILY MEDIATION HIGHLAND

46 Church Street, Inverness, IV1 1EH

t: 01463 712100 e: info@fmhighland.org

www.relationships-scotland.org.uk

Scottish Charity Number: SCO13780

Company Limited by Guarantee No: 181290

Where possible, please send all items for forwarding as an email attachment.
All videos should be sent by WhatsApp.

Resident Parent Agreement

Name	
Child(ren)'s name(s)	
Email address	
Mobile number for WhatsApp contact	
I agree to give Relationships Scotland - Family Mediation Highland an update about/from my child to pass on to the other parent. (Yes/No)	
How often will you send an update? (Weekly/fortnightly/other)	
By which day of the week will you have sent your update?	
I would like to receive a telephone call from Relationships Scotland - Family Mediation Highland to give a verbal update instead. (Yes/No)	
I agree to Relationships Scotland - Family Mediation Highland Staff reading / watching all communication being shared by them between parents and editing as appropriate. (Yes/No)	
I agree to the guidelines for communication as outlined in our Postbox Service Guide. (Yes/No)	
<p>I agree to receiving an email or WhatsApp message from Relationships Scotland - Family Mediation which may contain;</p> <ol style="list-style-type: none"> 1. A video of my child's other parent 2. A photograph of my child's other parent 3. An audio recording of my child's other parent 4. A written message from my child's other parent <p><i>(All messages are subject to preview checks by Relationships Scotland - Family Mediation Highland and will be messages directed towards the child(ren) only.)</i></p>	

As all our staff are currently working from home, we can only provide an email/WhatsApp service at present. Post will not be collected from the office.

Where possible, please send all items for forwarding as an email attachment.
All videos should be sent by WhatsApp.

Non-Resident Parent Agreement

Name	
Child(ren)'s name(s)	
My Email address	
Mobile number for WhatsApp contact	
<p>I agree to receiving an email/WhatsApp message from Relationships Scotland - Family Mediation Highland which may contain:</p> <ol style="list-style-type: none"> 1. A video of my child 2. A photograph of my child 3. An audio recording of my child 4. A written message from my child's other parent 5. A written message from my child 6. A written message from Relationships Scotland - Family Mediation Highland following a verbal update from child's other parent. <p><i>(All messages are subject to preview checks by Relationships Scotland - Family Mediation Highland and will be messages directed towards the child(ren) only.)</i></p>	
I agree to give Relationships Scotland - Family Mediation Highland a message for my child to pass on through the other parent. (Yes/No)	
How often will you send an update? (Weekly/ fortnightly/other)	
By which day of the week will you have sent your update?	
I would prefer to receive a telephone call from Relationships Scotland - Family Mediation Highland to receive a verbal update on my child instead. (Yes/No)	
I agree to Relationships Scotland - Family Mediation Highland Staff reading/ watching all communication being shared by them between parents and editing as appropriate. (Yes/No)	
I agree to the guidelines for communication as outlined in our Postbox Service Guide. (Yes/No)	

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