

Company Name: Integrative Supported Living Care

Policy No: 03-3508	Authorised: Pellagia Margolis	Date: 15/01/2020
<b>ASSISTANCE WITH ACCESSING THE INTERNET SUPPORTING THE SERVICE USER WITH LEARNING DISABILITIES</b>		

*This Policy sets out a simple procedure designed to assist and support the service user with Learning Disabilities to access the internet safely and securely:*

**PROCEDURE:**

1. Switch on the computer. On most computers there will be a password which will need to be entered when the “login” command appears. Your password will be a unique number, chosen by you, and should be made up of a minimum of 7 characters, at least 2 of which must be numerical. Passwords provide a key method of validating a user’s identity, and therefore the authority to access an information system or service if the appropriate access rights have been given.
2. In order to preserve computer security and safety of your data, it is important that passwords are kept confidential and that paper records of passwords are not kept. However, you may want to entrust your Care Worker with a record of your password in the event that you may forget it. This will form part of your personal records which are covered by our Confidentiality Policy No 1505.
3. Validate the password using the on-screen commands. Once validated enter into the computer to enable it to be opened and used.
4. A list of icons will appear on the screen, one of which will be for accessing the internet through the WiFi system in the Home (e.g. Google). Click on this icon to show the internet access screen.
5. In the “search” box type the subject that you’re looking for, and key “enter” to open; lists of available websites will be shown.
6. *Inappropriate websites:*
  - 6.1 Whereas the service user maintains the right to live their life of their choosing, set against this is the Duty of Care owed to the service user by the Organisation - this is especially important for children and vulnerable adults.
  - 6.2 This will be relevant if the service user should attempt to access pornographic or other inappropriate material, or the “dark web” for illegal purposes such as radicalisation, bomb-making etc. Care staff should conduct themselves with perception and discretion, when a service user is on-line, to check the websites being accessed. Any concerns must be reported immediately to their Line Manager.
  - 6.3 Care staff working with service users are not permitted to use the service user’s personal computer for their own private use. Inappropriate use of the internet may be subject to formal disciplinary action. Examples of inappropriate use will include, but are not limited to, the following:
    - Access for private gain or non-Company commercial purposes;
    - Deliberate use of the internet for social networking, and for accessing chat-lines and material of a pornographic, hateful, obscene, racist or otherwise illegal nature;
    - Downloading copyrighted software and material without compliance with, and in violation of, all terms of the authorised licensing agreement;
    - Placing copyrighted material on any part of a web page without full compliance with the terms of the copyright.
    - Using the computer to perpetrate any form of fraud, or software, film or music piracy.
    - Hacking into unauthorised areas.
    - Introducing any form of malicious software into the computer system.

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- Revealing any form of confidential information about the Organisation, to include financial information, and information about clients, policies, business plans, staff, internal memoranda and / or discussions.