



PSO Online Support Group Comfort Agreement

CONFIDENTIALITY – We cannot promise confidentiality.

Remember that when it comes to online peer support everything can be shared once your words leave your mouth or get typed into the chat! Although we request the group members to respect confidentiality, we cannot promise or enforce it. If you have any questions or concerns in regard to confidentiality, please speak with one of the facilitators.

What you may expect at the beginning of the meeting:

- The facilitator will remind everyone about the challenge of confidentiality.
- We will introduce ourselves to one another and start the meeting on time (to the best of our ability – understanding that technology challenges will occur).
- When we start the meeting, everyone gets an opportunity to share what they would like to share with the group. If you choose to remain quiet, please say so.

What you may expect during the meeting:

- Emotional support from people who may have experienced some of the similar challenges that you faced.
- Empathy from people who have similar experiences.
- Information sharing, but only what worked for the person sharing. We are not to give unsolicited advice.
- No should's on people.

Basic Group Guidelines:

- Facilitators will trust that as an adult you know what you need to do to support yourself.
- You are responsible for you. No one in the group is responsible for any other member of the group.
- When we all take care of our own individual needs then the needs of the group are taken

care of.

- Treat everyone (including ourselves) with Unconditional High Regard.
- Try to be mindful of the online challenge that we can't see body language and it's hard to see when someone has something to say.
- We ask that we use the "Raise Hand" function in Zoom, or we raise our hands in the screen so that the facilitators can see you want to ask a question or share something.
- If on the phone, please just say "Hello this is (your name)" and one of the facilitators will acknowledge you and let you know when it's your turn to share.
- Remember no saving, no rescuing, no setting people straight.
- If you feel that you want to give unsolicited advice – don't!

Information Collection Consent:

- By agreeing to receive peer/family peer support, you agree to provide Recovery Connections access to your demographic information, which will be included anonymously in the statistics reported to our funder for the sole purpose of securing funding for the Recovery Connections program. Information collected includes name, age, gender, cultural background, housing situation and dates of contact with a peer/family peer support worker. If you have questions or concerns, please contact your peer/family peer support worker.