



## ONLINE SUPPORT GROUP GUIDELINES

### ***Your safety and Security***

The safety and privacy of our Employees, Counsellors, Volunteers and Beneficiaries is of upmost importance to us. A shift from face to face support groups to an online alternatively has meant we have reviewed our procedures to ensure we best protect those involved in the group.

We require a completed contact form to be returned prior to beneficiaries attending the support group. This information will, if we deem there to be a risk to your safety be shared with our Counsellors and if necessary the emergency services.

We have altered some of the default settings on our Zoom hosting platform to disable any screen sharing, this means that only the host can share files or screen share

We change the meeting ID and password for every session and require beneficiaries to register an interest to attend each group before sending out the meeting links. We ask that you please do not share these links with any other persons but direct them to us if they wish to attend.

We also have a 'waiting room' activated for each group so that only those who are authorised by us can access the group.

### ***Your Comfort and Confidentiality***

The difficulty with running an online group is that we cannot guarantee who else within households may be able to hear content that is discussed. To minimise the risk and ensure we do our upmost to maintain confidentiality, we ask that all attendees:

- Find a private and confidential space to sit, free from distractions.
- Turn off all listening devices such as Alexa and Siri or remove them from the room you are meeting in
- Keep your microphone muted unless you are speaking
- Think about what is behind you on the wall and if necessary use virtual backgrounds to hide your surroundings

To ensure you are comfortable and for the respect of others during each session we recommend that you:

- Find a comfortable place to sit
  - Make yourself a drink
  - Have some tissues on hand
  - Turn off your mobile device
  - Arrive on time
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### ***Session Guidelines***

Every beneficiary becomes part of the Sunflowers Family and we pride ourselves on the inclusive and loving ethos of the Charity. We encourage you to support one another and be open about your own feelings.

We remind you that:

- Everyone needs a chance to speak if they wish to; remember to listen to each other
  - Respect one another
  - You do not have to speak; it is okay to just listen
  - There is no judgement; no silly feelings or questions so feel free to express yourself
  - Mistakes are okay
  - Crying is okay
  - Laughing is okay
  - We value your feedback
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