



# mindspring

MENTAL HEALTH ALLIANCE

## Online Support Group Guidelines

### Nature of the group

- This is not a counseling or therapy group
- This is not a replacement for mental health or medical treatment
- The purpose of this group is to provide a space for participants to support each other as peers, share personal experiences, and ideas
- If you are in need of additional clinical services, please visit [psychologytoday.com](https://psychologytoday.com) to search for a clinician
- If you are in immediate need of assistance and in the United States, please call or text 988 to speak with a crisis counselor
  - *If you are not located in the United States, please visit <https://findahelpline.com>.*

### Creating a safe environment

- Be respectful
- Share airtime- everyone needs time to speak
- Offer support, not advice

### Zoom etiquette

- Be on camera if at all possible to make the experience more personable and enjoyable
- Limit your distractions
- Be aware of where your camera is directed
- Make sure you have a clear internet connection
- Mute your microphone when not speaking

### Privacy and confidentiality

- Find a private space to login to the support group
  - *Consider using headphones and or keeping your screens away from others who might be in the room*
- Confidentiality will be maintained
  - *What you say in group stays in group unless the facilitator assesses you are a threat to yourself or someone else*
- Support groups will not be recorded