

FAQ about Online Support Group Sessions

1. **What does it cost?** These sessions are completely free!
2. **Do I have to have any fancy equipment to join in?** No. All the sessions are delivered over Zoom and can be accessed via a laptop, tablet or phone.
3. **How do I access the session?** The zoom link can be sent out via email, text or we can place it on the website, and you just click on the link or copy and paste the link into your browser of your laptop or phone. You can download the Zoom app if you wish to but it is not always required.
4. **Do I have to keep my camera on during the session?** If you are part of a group it is lovely to actually see faces, put faces to names etc and it does help with people feeling more secure within the group. However, I am aware there are many times when having the camera on is just not appropriate so for those reasons I encourage people to make their own decision on this on a weekly basis. See how you feel, there is no pressure.
5. **Is it confidential – will anything I say be used in any way?** Confidentiality will be addressed in the first sessions but generally - ‘what is said in group stays within the group setting’ and I would ask that people are respectful and do not share personal information about what others have said in the sessions. I will only share information with appropriate services if I believe there to be a safeguarding concern in which I have a duty of care to act upon. Support groups are all about supporting not putting anyone on the spot.
6. **Are you keeping notes when we talk and share things?** No - I will be keeping a running note on themes for content, questions asked if they require a professional answer that is not provided within the session and an attendance list only. No notes on who said what unless safeguarding requires me to do so in which case I will make this known and discuss this with the individual concerned in private. The sessions are not visually, or audio recorded in anyway.
7. **What if I have different views to others?** That is great! Groups work best when they have a mix and richness of views, experiences, and opinions. It is my role as facilitator to manage the space and time so all group members feel included and valued. We will discuss some basic courtesy rules at the beginning just as a reminder to respect one another.
8. **Can I leave at any time?** Of course, if you need to leave the session abruptly, I will ask that you drop me a line or message to share that you are ok once you are able to. Otherwise, you choose when you need to leave either the session or the whole programme.