

# HOPE ONLINE

- Welcome to Hope Online! Our support is available through messaging, video chat, audio call and our peer support group on Facebook. We offer a mix of 45 minute long bookable one-to-ones that you can access weekly, and have a daily hour long "drop-in session" on Facebook Messenger - we might be a bit slower to respond as we could be chatting to more than one of you at a time, but the drop-ins can be really helpful if you're having a particularly tough day.
- We can work with you until you turn 26 or when you no longer need our support, whether your loved one gets better, remains poorly or even passes away.
- We'd like to work honestly and clearly with you. If there's something we said that you don't like, please do tell us so that we can sort it out! If you need to use the odd swear word to express how you're feeling then that's OK, just please don't swear "at" us.
- If you're feeling unwell or won't be able to make a session, please let us know as soon as possible - ideally a day or more before your booked session.

# STAYING SAFE ONLINE



## Safeguarding

Although we respect your privacy and protect your personal information in line with our privacy policy and GDPR, we will need to tell someone else if we are worried that you or someone you know is at risk of harm. If we do need to discuss our concerns for your safety with someone else, we'll explain to you why we are sharing that information.

We're not able to monitor our service 24 hours a day so if you are feeling unwell or suicidal, please find the support you need immediately. If you don't have a family member or friend you can speak to, you can call the Samaritans on 116 123 or Childline on 0800 1111. If you need medical help, call for NHS advice on 111, or 999 if you are in immediate danger.

# STAYING SAFE ONLINE



## Online Safety

- Please be mindful about sharing personal details relating to you, or others. Do not share posts in the WeAre Hope group containing personal information about yourself or anyone else such as your phone number, address, email, details of the school/college/uni you attend, where you work or where you spend your leisure time.
- We can't guarantee the safety of external links, so please be mindful that following these is done at your own risk.
- For your own safety, we also strongly discourage you from connecting with WeAre Hope group members, outside of the group itself, including messaging or meetups - we cannot moderate anything outside of the group.
- Please check out the reporting and blocking functions on any sites or networks you use.
- You can speak to us, a parent or friend about anything that worries you!

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## WeAre Hope

- WeAre Hope is our peer support group on Facebook.
- We want this to feel like a safe and supportive place for everybody, so please be supportive of each other - use kind words, and respect other people's feelings, ideas and beliefs. Is your post friendly, helpful and polite?
- WeAre Hope is private, and posts shouldn't be shared outside of the group - including screenshots!
- We welcome you to post, however all posts will need to be approved by admin, who will edit or delete posts if they are rude to other members of the group or staff, are unlawful or are marketing/self-promotion.
- If your post or comment contains someone else's personal or private information, see if you can find another way to write it - try saying "a family member" rather than "my sister Jane who lives with her boyfriend Bob and her daughter Skye in Manchester"!

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## Video/Audio Call

- Please be aware of your surroundings. It's best to find a quiet place in your home where you're unlikely to be interrupted or overheard - although we understand that this may be difficult, especially if you have lots of family or other people living with you!
- If we become disconnected during the session, please let us know what's going on as soon as you can by emailing [onlinesupport@hopesupport.org.uk](mailto:onlinesupport@hopesupport.org.uk).
- We will wait for you for ten minutes at the beginning of the session or at the point you become disconnected. If you haven't joined/rejoined the call after this time, we will end the session and send you an email for you to rebook.
- If you're experiencing connection issues please let us know - we can reschedule if the connection is too poor!