



## PFLAG Virtual Support Group Meetings: Live-Chat Facilitation

### Live Chat Best Practices:

- Be patient and kind. This kind of virtual meeting space is new for everybody.
- Ensure that the live-chat is civil and that participants are using respectful language.
- Be prepared to remove a participant from your meeting if absolutely necessary.
- The chat facilitator should:
  - Be prepared to answer tech-related questions.
  - Post reminders about ground rules and confidentiality in the chat throughout the meeting for people who may have joined late.
  - Answer any immediate questions (e.g. what does that word mean) and queue up bigger questions (e.g. how have others told extended family that a child is LGBTQ+) for group discussion.
  - Help the support group facilitator with any activities that are coordinated using the chat.
- Anonymously share comments made in the chat throughout the session, especially if someone has chosen to join by chat only.
- Maintain a list of local and national hotlines and resources to share as needed (e.g., emergency housing services, crisis and suicide hotlines, local mental health services, addiction services, etc.). Use [pflag.org/hotlines](https://pflag.org/hotlines) to get started.
- Take threats of self-harm and/or violence seriously. Put a plan in place for when emergency assistance may be necessary. We have created a document that has suggestions on what to do if someone is in crisis available at [pflag.org/pflag-connects-educational-materials](https://pflag.org/pflag-connects-educational-materials).