



PFLAG Virtual Support Group Meetings: Planning Virtual Meetings

Best Practices for Virtual Meeting Planners:

- Be patient and kind. This kind of virtual meeting space is new for everybody.
- For every virtual meeting assign a facilitator and live-chat facilitator. We have best practices for facilitators and live chat facilitators available at pflag.org/pflag-connects-educational-materials.
- Determine in advance the kind of space you are trying to create for participants (e.g. a traditional support group, a space for people to create connection and hang out, a structured discussion about a particular prompt, etc.)
- Begin and end your meeting on time.
- Determine in advance how you plan to use the chat function (e.g. Is it a place where people ask questions and share comments? Is it where participants can indicate that they have a question or comment so that the facilitator can call on them? Will you ask participants to share resources with one another in the chat?)
- Do your best to give attendees various options to participate (e.g. joining by phone only, joining but not activating their camera or mic, participating via chat only, joining through a browser)
- Consider where you post the login information for the meeting. Your chapter should have people that are interested in attending send an email or complete a form to get the login information, instead of posting it publicly. We have a sample sign-up form available at pflag.org/pflag-connects-educational-materials.
- Be clear in publicity that PFLAG offers **peer** support that is available at no cost and open to all who wish to participate.
- 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.