



## Participant Guide to Online Peer Support

Welcome to the Looking Glass Program Hub! This guide will walk you through what you need to know about accessing Online Peer Support (OPS) chats on the Program Hub. We hope these group support chats are a helpful resource for you in your recovery journey.

If you're brand new to our programs, we recommend first watching our "Welcome to the Platform Hub" video guide which explains how to sign up on the platform and navigate around some of the core features - you'll find a link to that guide in the Resources section of the Program Hub. This guide will look specifically at how to join OPS chats once you've completed initial sign-up on the platform, and some of the things you'll need to know about to get the most from this support.

### Choosing Your Display Name

When you first sign up on the Program Hub, you are asked to fill out your profile and tell us a little bit about yourself. **Please be sure to complete your profile before proceeding to an OPS chat** as this helps us to understand a little bit about who is accessing our programs.

A screenshot of the Looking Glass user profile setup page. The page has a green sidebar on the left with navigation options: Dashboard, Matches, Forums, Courses, Events, Resources, Chats, and Access Connections. The main content area is titled "Basic Information" and contains several form fields: FIRST NAME (Alicia), LAST NAME (Burke), \*DISPLAY NAME (Alicia), \*DATE OF BIRTH (MM/DD/YYYY) (08/13/1992), \*STREET ADDRESS (123 West 10th Ave), \*POSTAL CODE (v1a 1a1), COUNTRY (Canada), PROVINCE (British Columbia), CITY (Vancouver), and \*TIME ZONE ((GMT-08:00) Pacific Time (US & Canada)). To the right of the form, there is a "Your Mentoring Hours" section showing a timer set to 01:30 and a "Your Profile Completeness" section with a progress bar at 100%. A black arrow points from the "Your Profile Completeness" section to the "DISPLAY NAME" field.

Your personal information will only be visible to the Looking Glass staff team, no one else will be able to see your profile. When filling out your profile, you will be asked to choose a **display name** which is what you'll be visible by in the OPS chats. Your display name can be your first name or another name of your choice.

## Chat Centre

Once your profile is complete and you've chosen your display name, you're ready to join an OPS chat. To get to the Chat Centre, please click on Chats along the left-hand side of the Homepage dashboard.

You'll see the chat timetable across the top of the page and the chats will appear below during one of the scheduled chat times. If you ever have any issues joining a chat, you can drop us an email at [programs@lookingglassbc.com](mailto:programs@lookingglassbc.com) and we'll get back to you as soon as we can. The Crisis line information is at the top of the page in case you ever need it.

**Chats**

Welcome to the Chat Centre!  
OPS Chats will appear here at the times scheduled below. All times are PST (Vancouver, BC).  
Please review the [OPS Chat Rules](#) before joining a chat.

<b>Monday:</b> 7:30–9:00 PM	<b>Tuesday:</b> 12–1:30 PM and 4:30–6:00 PM and 7:30–9:00 PM
<b>Wednesday:</b> 8:30–10:00 PM	<b>Thursday:</b> 12–1:30 PM and 4:30–6:00 PM and 7:30–9:00 PM
<b>Friday:</b> 7:30–9:00 PM	<b>Sunday:</b> 7:30–9:00 PM

Using this chat service means that you have read and agree to abide by the [Chat Rules](#), and that you agree to the [Program Terms of Use](#). Have questions, concerns, or technical difficulties? Please email [programs@lookingglassbc.com](mailto:programs@lookingglassbc.com). If you are in crisis and need immediate support, please contact the **BC Crisis Line: 1-800-784-2433** or call the **Canadian Suicide Prevention Line : 1-833-456-4566**.

0 members in 0 chats 0 comments

**Please note that OPS is not intended to be used as a form of crisis support**, but rather a space to connect with others and share about your struggles, hopes and goals related to your eating disorder recovery journey. The chats are facilitated by trained moderators who are there to provide empathetic support and listening, and to ensure the chats stay safe and recovery-focused.

Before joining an OPS chat, please ensure you review and understand the Chat Rules. All participants are expected to abide by these chat rules at all times during the chats.

**Chat Rules**

**OPS Chat Rules**

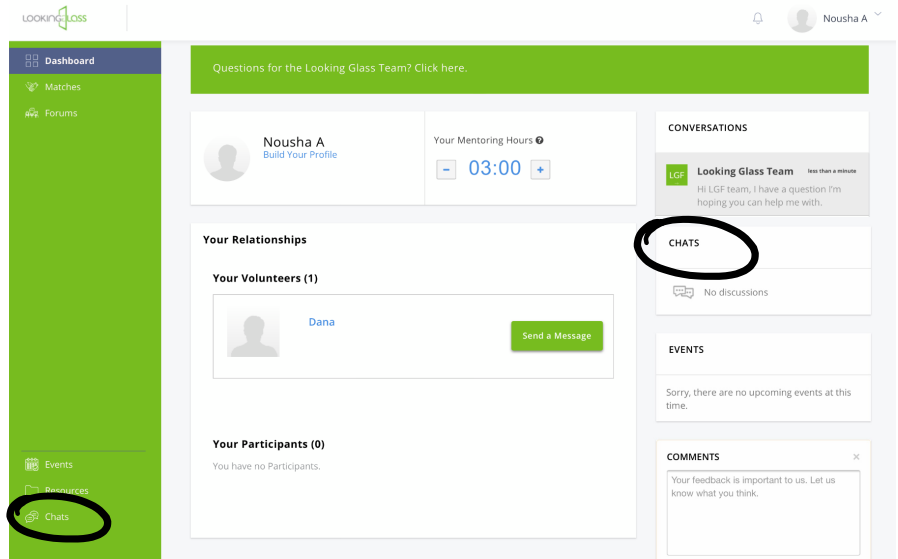
Online Peer Support is a live online chat service for people struggling with eating disorders, disordered eating, or body image issues. Facilitated by trained volunteer moderators, each free chat session offers a safe, anonymous, confidential space for people ages 14 and older, of all genders, to share experiences, and to benefit from the empathy and understanding of others in a constructive, pro-recovery way.

Please watch this [short video guide](#) which explains everything you need to know about accessing OPS Chats on the Looking Glass Program Hub.

These chat conversations are intended to provide support, as opposed to therapy – if you would like more information about counselling services and other programs for eating disorder recovery, please visit our [Resources Page](#).

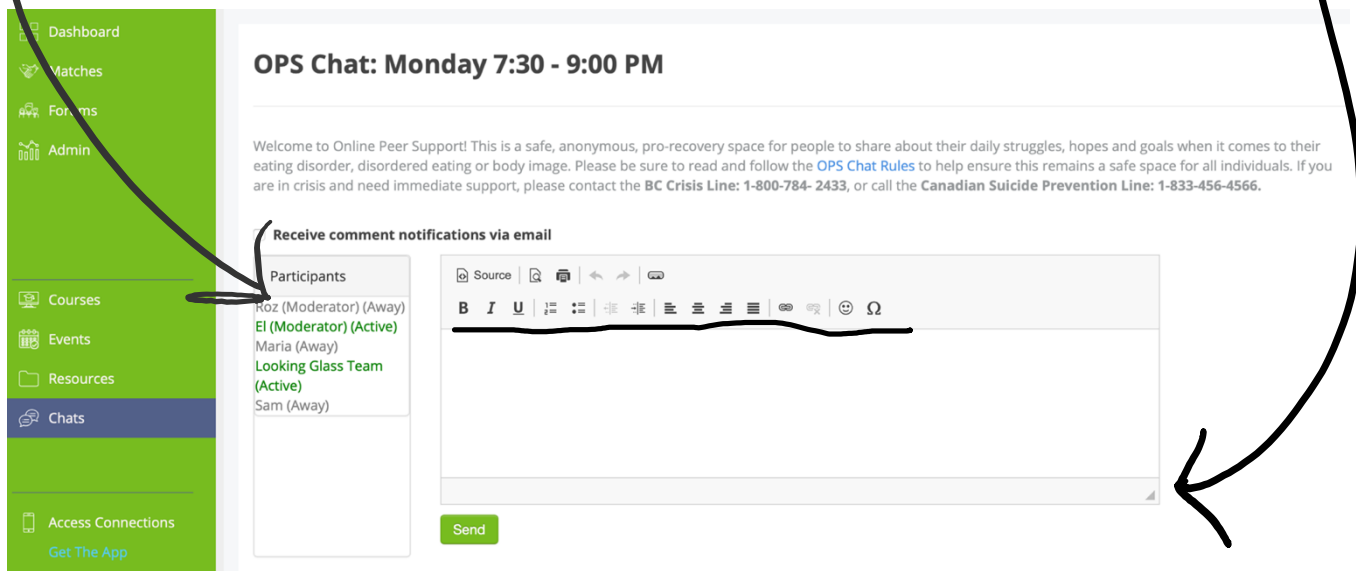
## Joining an OPS Chat

When it comes time to join an OPS chat, please log into the Program Hub and you'll see the chat on the right-hand side of the Homepage, or by going to the Chat Centre as shown on the previous page.



Once you enter the chat, you'll see a box on the left containing the names of everybody in the chat. Moderators will have the word 'Moderator' next to their name. The names in green are people who are currently active in the chat. The names will turn to grey once the person has left the chat.

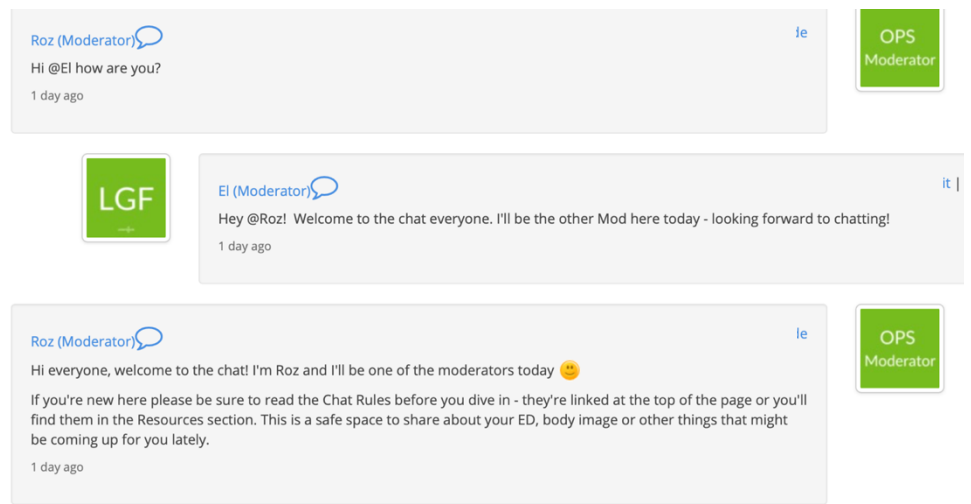
You can make the text box bigger or smaller by dragging from the bottom-right corner. Enter your messages in this box and if you want to format the text at all you can use the buttons across the top, or add emojis.



Once you click Send, your message will appear below. Messages will be in chronological order with the newest message appearing at the top of the page just below the text box. If you join midway through a chat and want to review older messages, just scroll down to the beginning which will usually be a welcome message from the moderators.

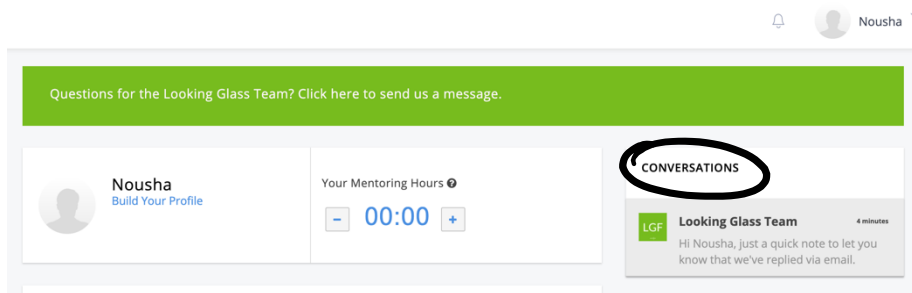
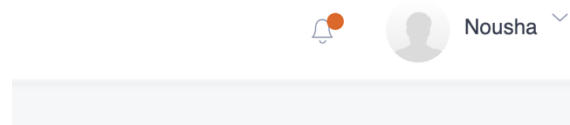
When you first join a chat, you are welcome to simply observe if you like, or jump right in and start posting, again keeping in mind the chat rules which you can always refer back to if you're unsure.

If ever someone sends a message that may be triggering to other participants in the chat, the moderators have the ability to hide it.



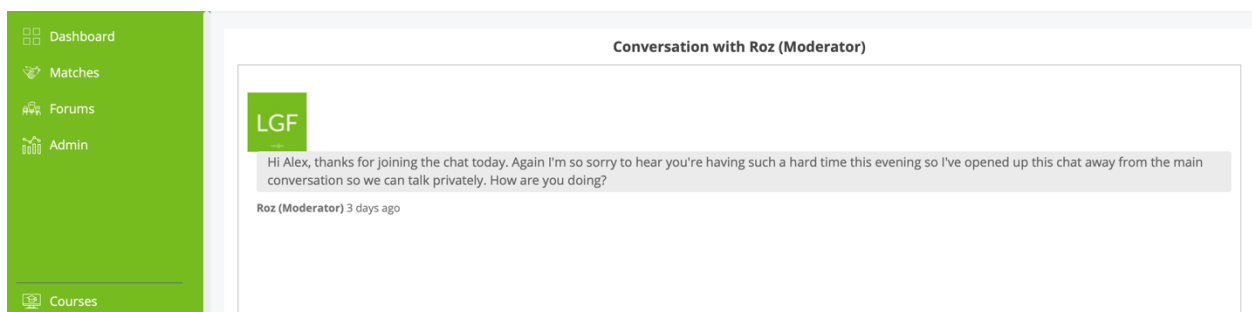
## Private Chats

There may be times when a moderator needs to start a private chat with you, for example if you join a chat in crisis and need assistance reaching out to the crisis supports in your area. If this happens, the moderator will let you know that they've opened a private chat with you. You'll see an orange circle appear beside the notification symbol at the top of the page. Click on that symbol and you'll be taken away from the main group chat and into a private 1:1 conversation with the moderator.



Or another way to get to it is by going back to the Homepage Dashboard and you'll see it under Conversations.

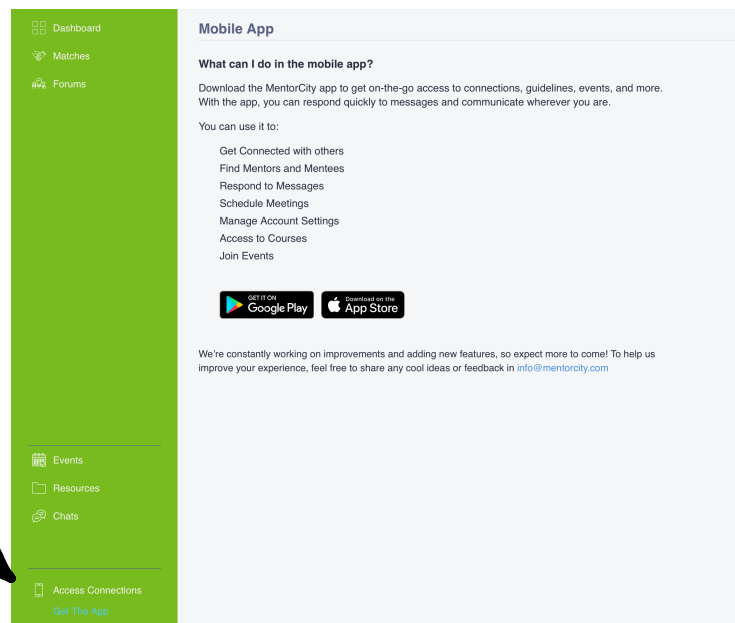
You'll be able to communicate with the moderator here until the OPS chat ends. When that time comes the moderator will let you know and wrap up your conversation.



Once the moderator informs you that the OPS chat has ended, we ask that you do not continue posting in the private chat. The moderator will not be online again until their next OPS shift which may not be for a couple weeks, and **their role is only to support you during the scheduled OPS chat times**. If you need support outside these times, please contact the Looking Glass Team or reach out to your local crisis service for immediate assistance.

You can get in touch with Looking Glass by email: [programs@lookingglassbc.com](mailto:programs@lookingglassbc.com) or you can send us a message on the Program Hub by going to the Homepage and clicking on the banner across the top that reads "Questions for the Looking Glass Team?". A member of the team will get back to you as soon as we can.

The last thing to mention is the mobile app which you can download if you know you're going to be mainly using your phone to access the OPS chats. The app is called MentorCity which is the name of the software our Program Hub runs on.



**Thanks for reading!**

We're so excited to welcome you to the Looking Glass Program Hub where we'll be supporting you on your journey to recovery. If you have any questions, concerns or want to share your feedback with us, please don't hesitate to get in touch.

