

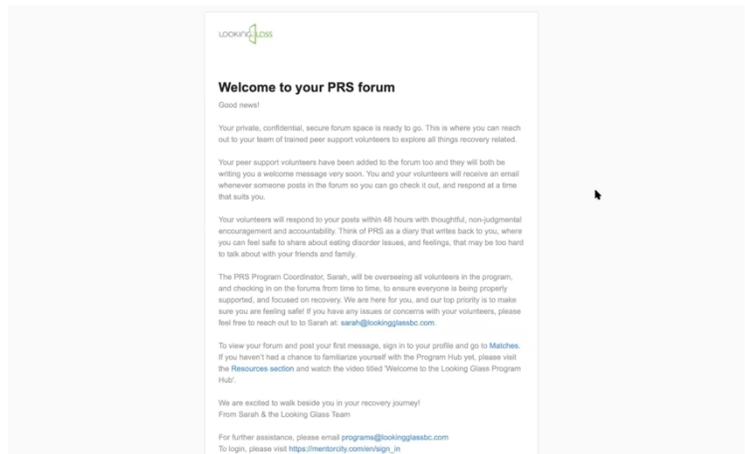


Guide to PRS on the Program Hub

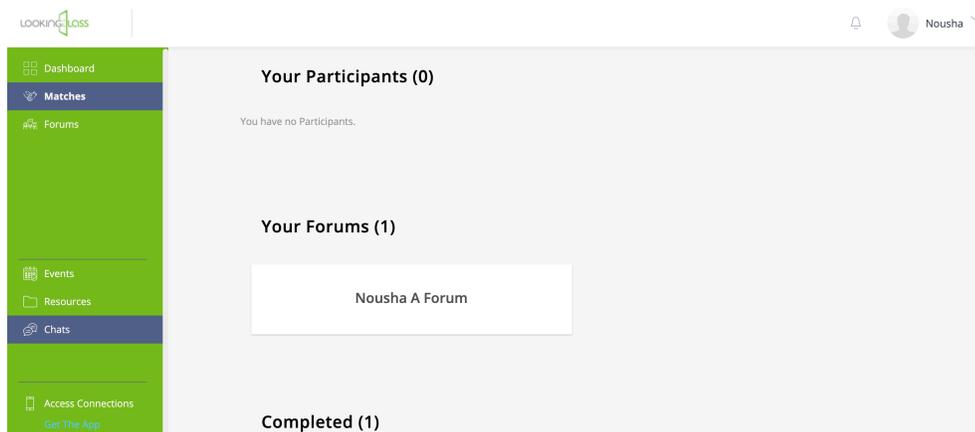
This guide will walk you through everything you need to know about accessing Personal Recovery Space (PRS) on the Looking Glass Program Hub. If you have just signed up to PRS, please know that it may take a little bit of time for us to get your forum set up and match you with a volunteer team that we hope will be a great fit for you.

Getting Started

Once the Program Coordinator has matched you with your team of two trained volunteers, you'll receive an email with a link to the forum space you'll share with your volunteer mentors, and other helpful information.



To get to your personal forum space from the Homepage dashboard, click on **Forums** along the left-hand side. It will be titled by your display name followed by a letter as shown below.



There will be a short description at the top of your forum which includes crisis line information you can refer to and how to get in touch with the PRS Coordinator if you ever need to.

Sarah A Forum

Welcome to your PRS forum! Think of your PRS forum as a diary that writes back to you, where you can feel safe to write about eating disorder issues and feelings. If you have any issues, questions or concerns about the program please contact the PRS Coordinator at: sarah@lookingglassbc.com If you are in crisis or requiring some extra support you can reach out to The Canada Suicide Prevention Service anytime on 1-833-456-4566.

The screenshot shows a web interface for a forum. On the left, there is a 'Send Message' section with a large text input box, an 'Attach file' section with a 'Choose File' button and 'No file chosen' text, and a green 'Send' button. Below this is a 'Messages' section. On the right, there is a 'People' section with two profile cards: 'Sarah A (Participant)' and 'Kate (Volunteer)'. Each card has a placeholder profile picture and the name/role. A black arrow points from the top text to the 'Send Message' input box, and another black arrow points from the 'People' section to the text below.

You can view your volunteer mentors along the right-hand side. Everyone is visible by their chosen display name on the Program Hub.

Posting in Your Forum

When you first sign into your forum, there will be a welcome message from both of your volunteers where they'll tell you some information about themselves, such as their pronouns, interests and maybe a little bit about what's brought them to PRS as a volunteer.

The most recent post will show at the top of the page, you can scroll down to see earlier posts.

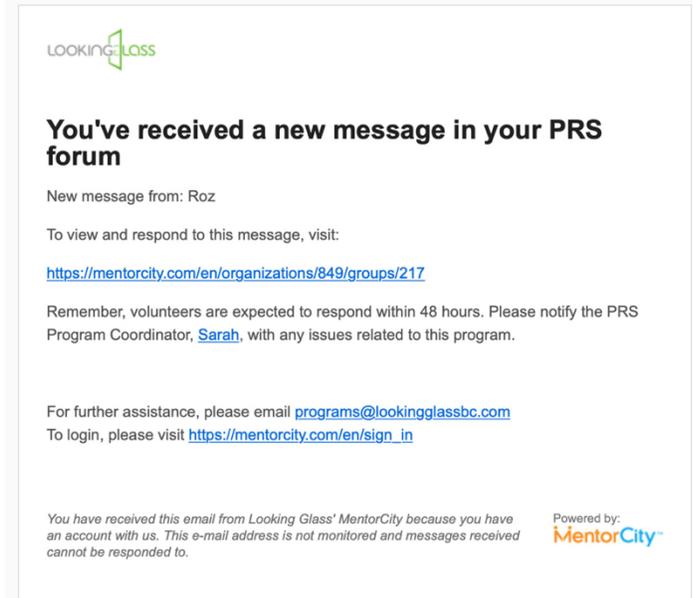
The screenshot shows a 'Messages' section with two posts. The top post is from 'Blake (Volunteer)' and says 'Hi Sarah, It is lovely to virtually meet you! My name is Bethany (she/her) and I also live in Vancouver. I am currently in school studying counselling psychology. I am also a huge nature lover! My favorite ways to enjoy nature is being in the forest camping and sitting at the shore watching and listening to the water. What kind of dog is Spot? I love animals and I cannot wait until I live in a suite where I can have pets. Like Kate mentioned, this is a confidential recovery space where you are welcome to share your journey with the support of Kate and I. We are all here because we care and want to support you. I can assure you that your experience is important to us, and we want to be here to walk with you during your journey. I know it can be hard to figure out where to start or what to share. Would you feel comfortable with sharing with us how you have been doing lately? As you are responding, how have things been with the eating disorder? If there was anything that would be particularly helpful for you, please let us know so we can create this space to become what you would like. I am looking forward to hearing from you and getting to know you better. Take care! Bethany'. The bottom post is from 'Sarah A' and says 'Hi Kate, Thanks for introducing yourself to me. My name is Sarah, my pronouns are She/Her as well and I am 27 years old. I live in Vancouver and I also love getting into nature and spending time with my dog Spot. I am not entirely sure what to say on this because I don't really know what I am supposed to share. I know I am supposed to talk about my eating disorder but I don't really know what to say, in'. A profile picture placeholder for 'Blake (Volunteer)' is visible on the right side of the screenshot.

When you're ready, you can go ahead and write your first message! Feel free to share as much or as little about your story as you'd like to in this first post. Remember this is a *safe, non-judgemental space* for you to talk about your eating disorder struggles, goals and hopes, and where you can open up about some of the things that you might not be able

to discuss with family or friends. Your volunteer mentors are here because they want to listen and support you in your recovery.

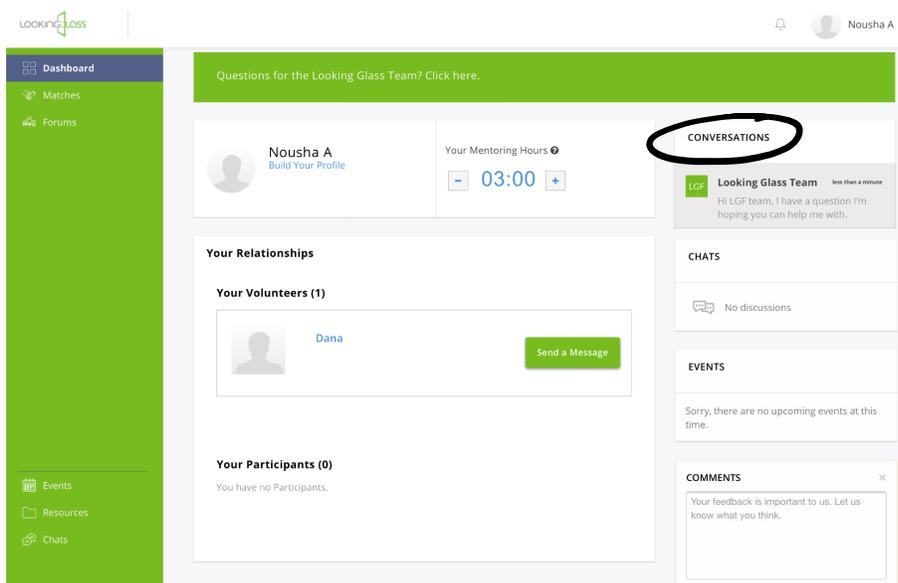
You'll get an email every time someone posts in the forum with a link to view and reply to the message. Your volunteers will respond to your posts within 48 hours with thoughtful, non-judgmental encouragement and accountability, however if you ever notice a lag in your volunteers' responses or you encounter any issues with your volunteers please let us know and we'll follow up with the volunteer.

The PRS Coordinator will be overseeing all volunteers in the program, and checking in on the forums from time to time, to ensure everyone is being properly supported.

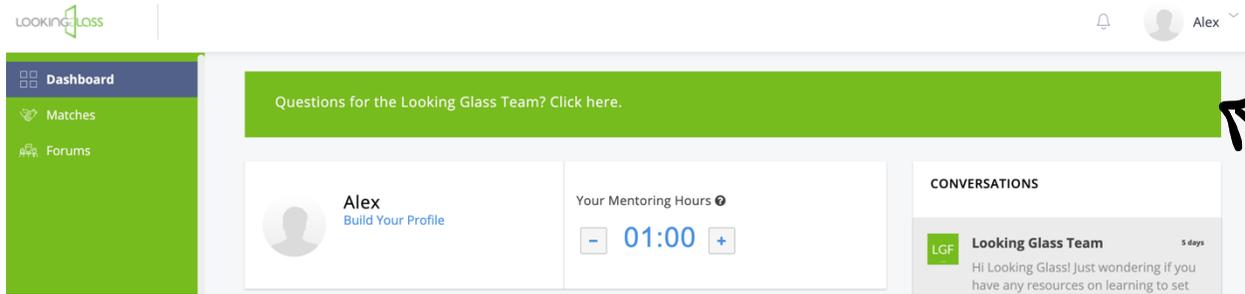


Conversations

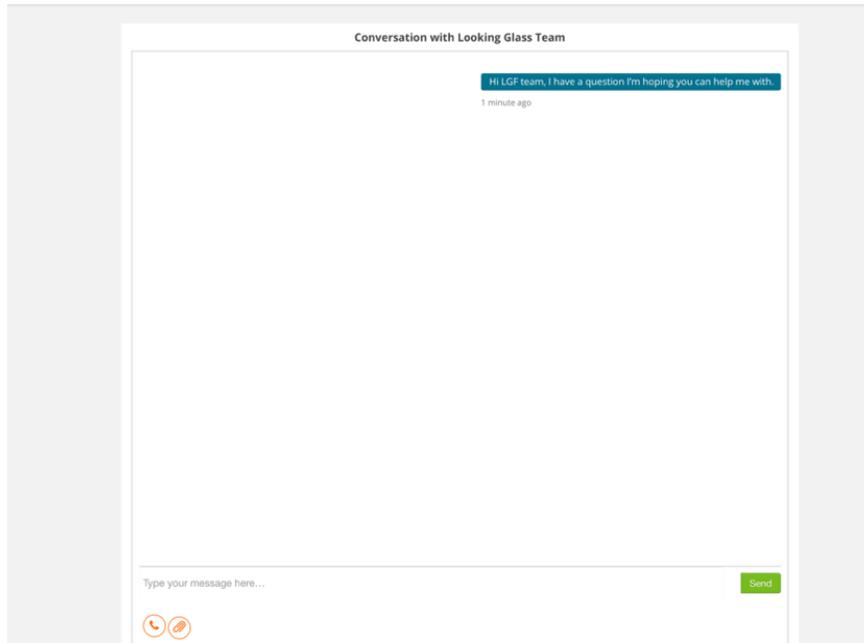
If we ever need to check in with you, the PRS Coordinator will send you a message through Conversations which you can access from the Homepage. We may also email you from time to time, especially if we notice you haven't been on the Program Hub for a while. PRS is intended to be used as a regular form of support so if at any time you feel you're no longer able to commit to using it once a week, please let us know.



We are here to support if there are barriers to you accessing the program or, if you feel you no longer need this type of support, let us know and we'll deactivate your forum and re-assign the volunteers. You are always welcome to re-join the program at a later date.



On the Home Page you'll see this banner across the top which has announcements from the Looking Glass Team. To get in touch with the team with any general questions, you can click on this banner, send your message and we'll get back to you as soon as we can.



Thanks for reading!

We'll be in touch as soon as we've found a great volunteer team to match you with and we look forward to supporting you in your recovery journey. If you have any questions or concerns, please don't hesitate to get in touch: programs@lookingglassbc.com.

