

Participant Guide to Hand in Hand

This guide will walk you through everything you need to know about accessing Hand in Hand on the Looking Glass Program Hub. You will be able to communicate with your peer mentor, schedule meetings and have video calls all from one secure, central location.

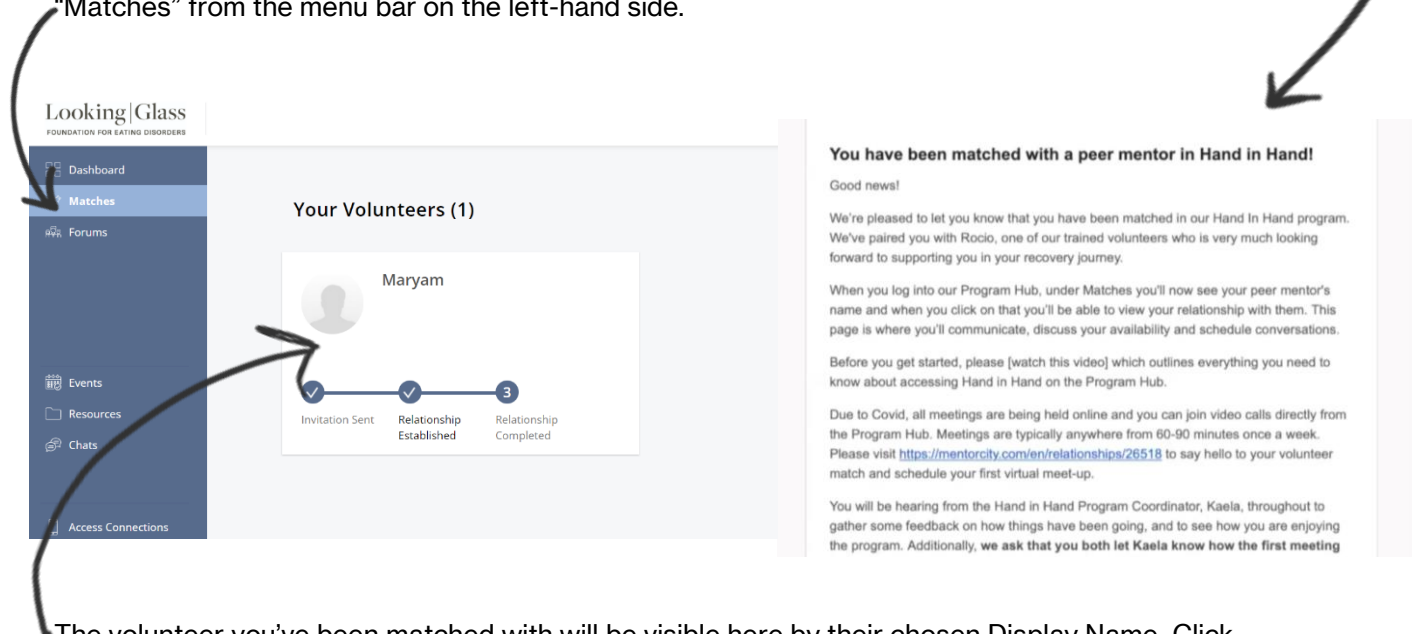
Getting Started

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 which will help us when it comes to matching you in Hand in Hand*. Your personal information will only be visible to the Looking Glass staff team, and some will be visible to your mentor once you're matched. You can find out more about how your information is used in our Programs Terms of Use which you'll find under Resources.

Once the Program Coordinator has matched you with a peer mentor, you'll receive an email with a link to go and view your matched relationship on the Program Hub.

IMPORTANT: Emails about the Hand in Hand program will come from LookingGlass@mentorcity.com so please ensure you add this email as a recognized contact in your inbox to avoid the emails going into spam, or move it from 'Other' to your main inbox.

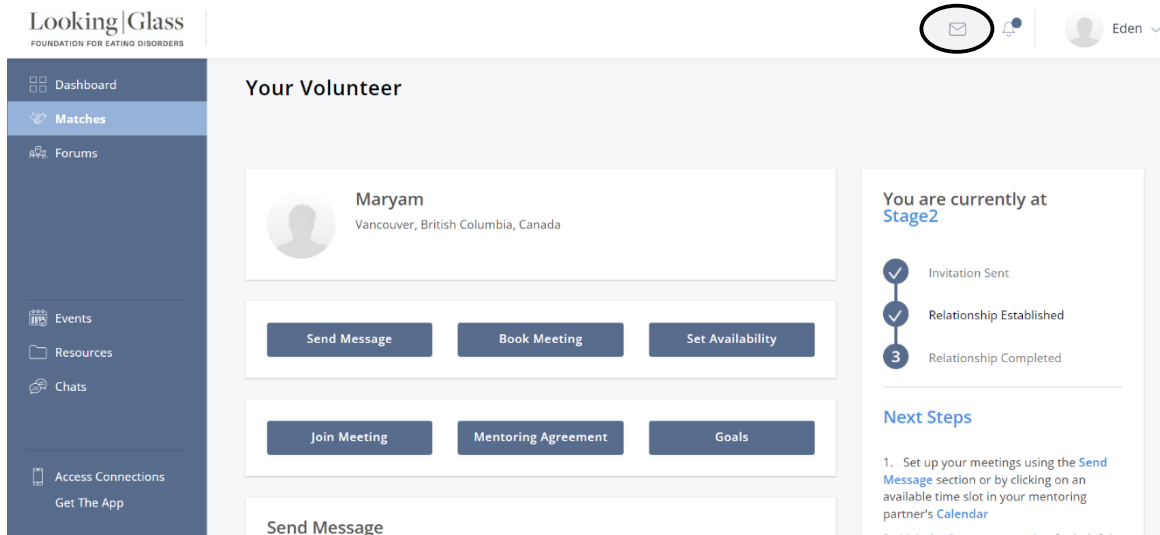
You can also get to your matched relationship page from the Homepage dashboard or by clicking on "Matches" from the menu bar on the left-hand side.



The volunteer you've been matched with will be visible here by their chosen Display Name. Click anywhere on this tile to open up your matched relationship and get started.

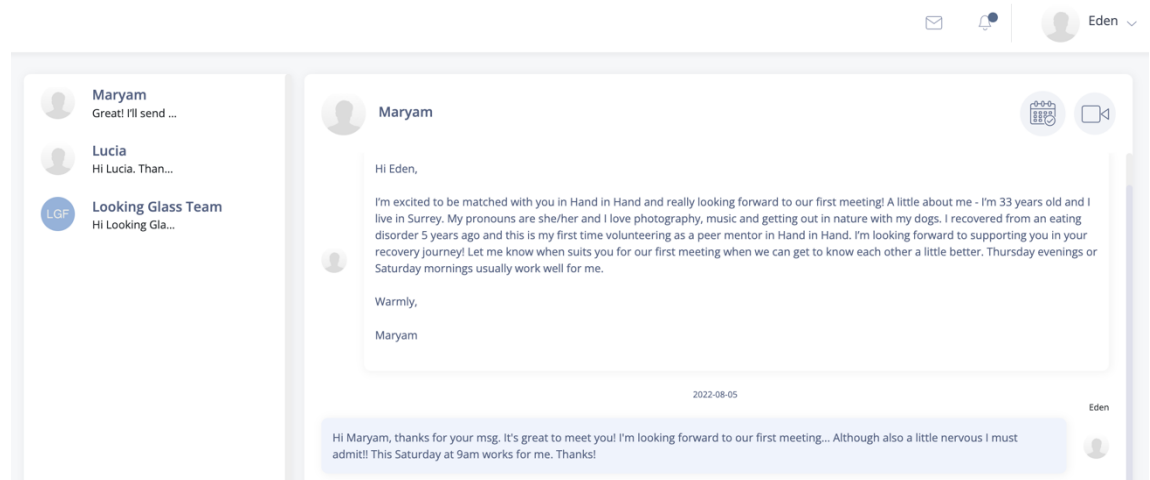
Relationship Page

This is the Hand in Hand Relationship page where you'll go to communicate with your match. Any messages you send will be saved here for future reference. You can also easily chat with your match from the Message Centre by clicking on the message icon in the top right corner.



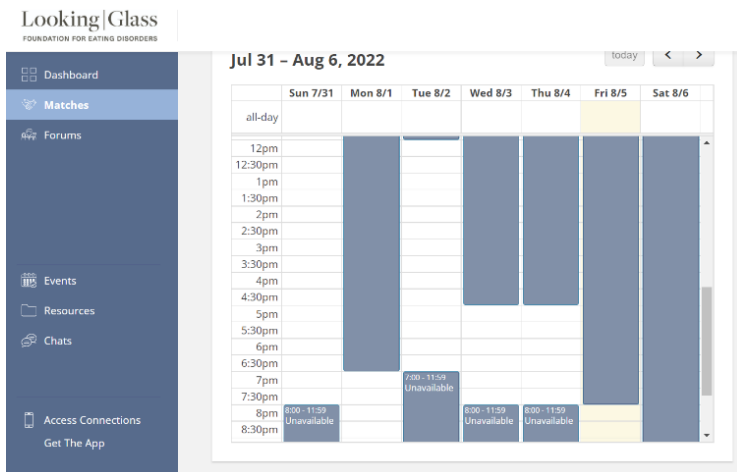
Once you've been matched, your peer mentor will send you an introductory message telling you a little bit about themselves and suggesting a date and time for your first Hand in Hand meeting.

Messages will be used primarily to coordinate meet-ups and perhaps to summarize conversations or outline some follow-ups for the next meeting.



Scheduling Meetings

Firstly, you can set your availability for meetings by going to 'Set Availability' and choosing your preferred time slots or linking your email calendar. The times you've set yourself as available for will be the only ones your match will be able to click on and send you a meeting invite for.

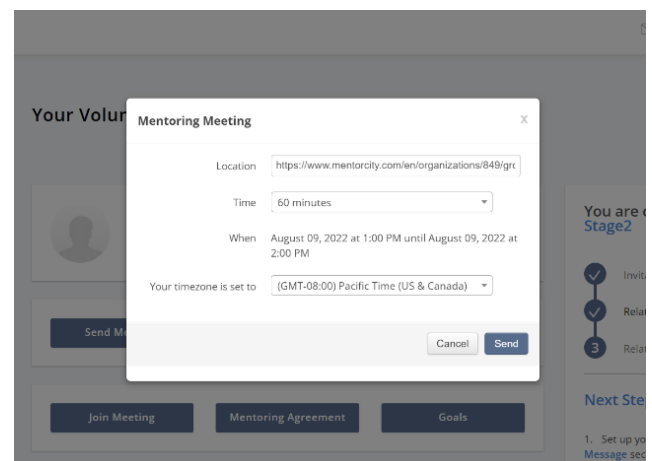


Your peer mentor will start off by scheduling a time for you both to meet. You also have the ability to send them a meeting invitation. You can do this by clicking 'Book Meeting' which will take you to this calendar showing your match's availability.

NOTE: The calendar you see at the bottom of the Relationship page is your match's availability.

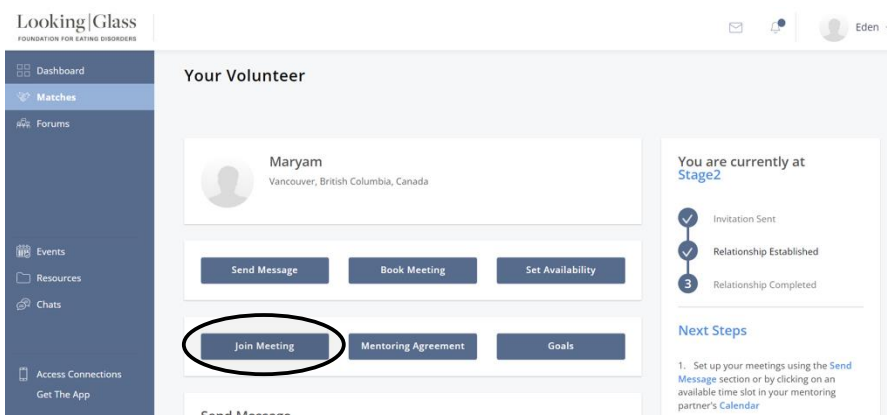
Select a time slot in their calendar to send a meeting invitation. The location will be automatically populated with your personal video calling link, or you can enter an agreed upon location if you are planning to meet in person. Double-check the date and time (including the time zone) and then click 'Send'.

An email with the meeting details will be sent to your match and you'll be notified by email once they accept. You'll be given the option to add the meeting to your email calendar and you'll also receive a reminder email an hour before each meeting.



Video Calling

If you and your match have scheduled an online meet-up then you simply need to click on 'Join Meeting' at the top of the Relationship page when the meeting time comes and you'll be taken to your private, secure video calling room.



Every Hand in Hand match has a unique link which enables them to host one-to-one meetings with only the person they are matched with.

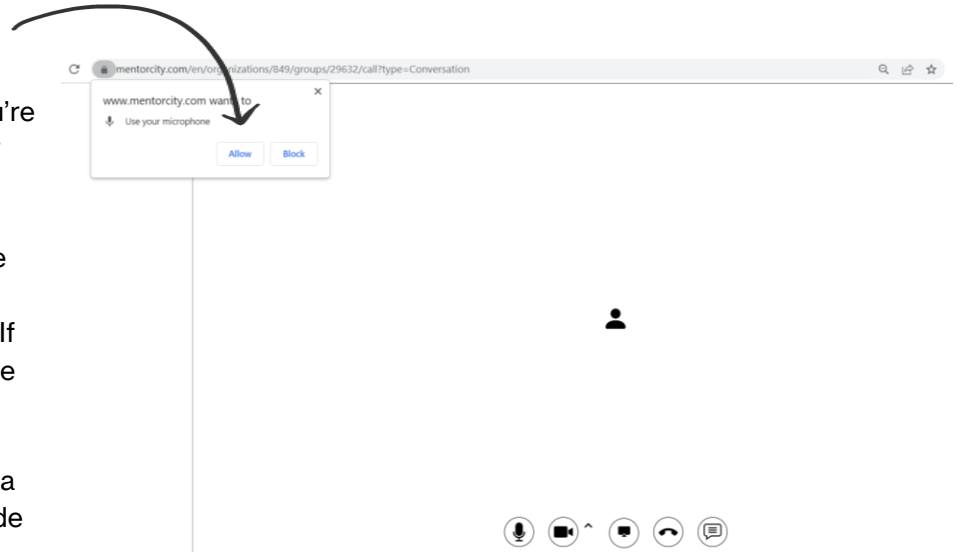
To enter the meeting, confirm your display name and click 'Join'. The first time you enter a call on a particular browser you'll be asked to give permission for the platform to access the microphone and camera on your device.

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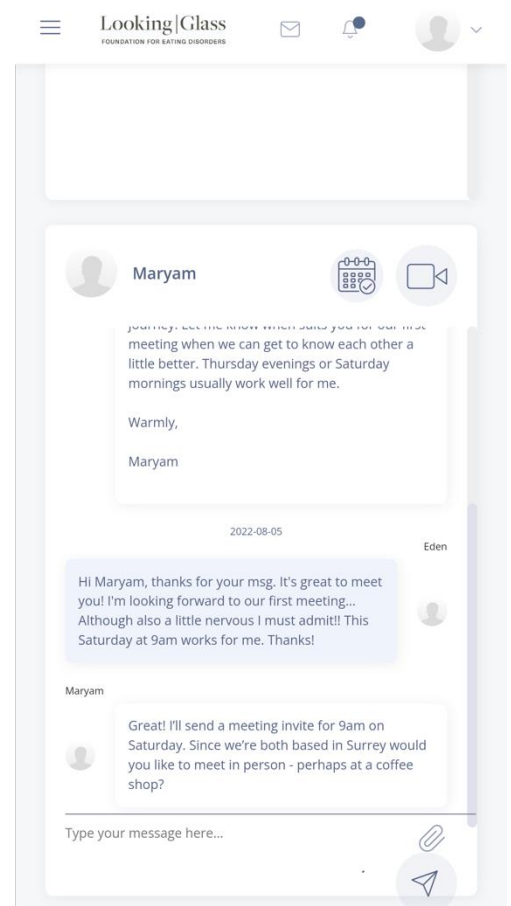
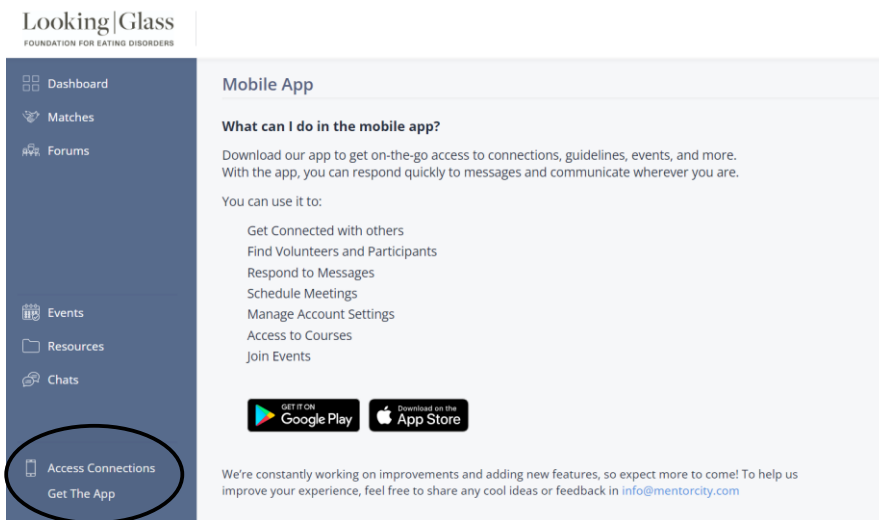
You'll need to click 'Allow' to be able to enter the call. Once you're in, you can choose to have your camera on or off.

NOTE: The video calling feature works best on **Google Chrome** and **Microsoft Edge** browsers. If you are using your mobile device to join the video call, the best experience will be through the **MentorCity app**. You'll find a video calling best practices guide in the Resources section of the Program Hub.



In-Person Meet-Up's

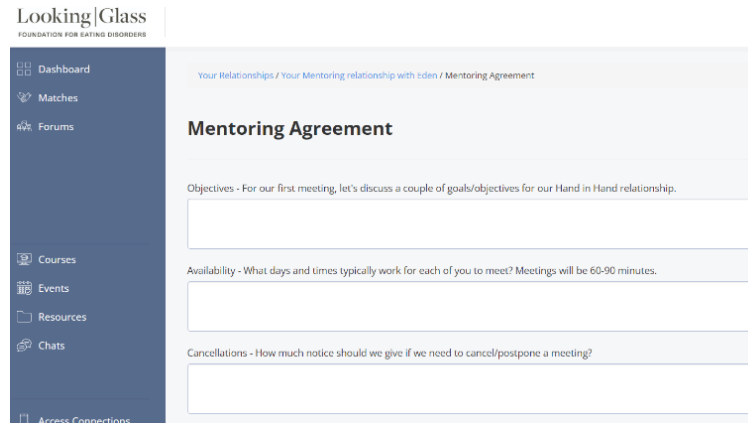
If you and your match plan to meet in person, it's a good idea to download the **MentorCity app** so you can easily communicate with one another on the go. Hand in Hand matches are asked not to share any personal details with one another, including email or phone number, and should instead communicate through our secure Program Hub.



All Hand in Hand matches should meet in public places, and you should use sound judgment when selecting a place to meet to ensure you feel comfortable and safe at all times.

Mentoring Agreement

During one of your initial meetings, if you'd like, you can fill out the mentoring agreement which will help you both to put some boundaries in place early on, talk about logistics, or share some of your objectives for the program. Your peer mentor will have seen some of the information you shared in your profile when signing up to give them a bit of background, but you can elaborate on this in your initial meetings.



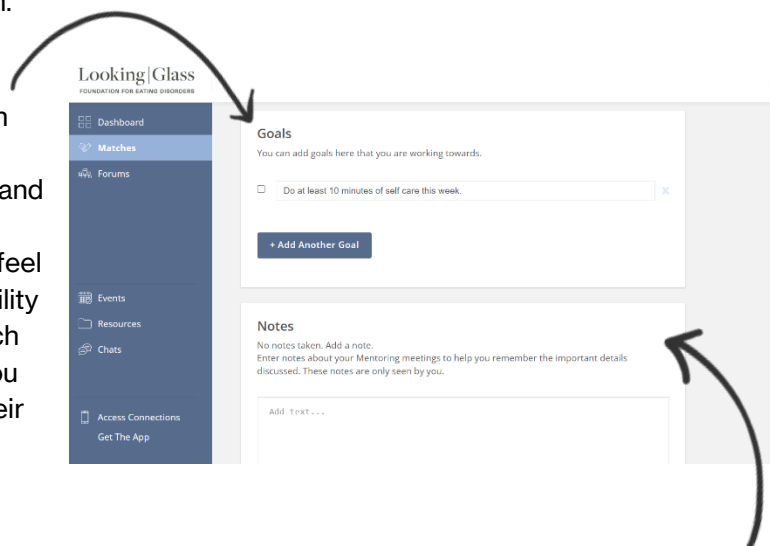
The screenshot shows the 'Mentoring Agreement' page in the Looking|Glass app. The left sidebar contains navigation options: Dashboard, Matches, Forums, Courses, Events, Resources, Chats, and Access Connections. The main content area is titled 'Mentoring Agreement' and includes three sections: 'Objectives - For our first meeting, let's discuss a couple of goals/objectives for our Hand in Hand relationship.', 'Availability - What days and times typically work for each of you to meet? Meetings will be 60-90 minutes.', and 'Cancellations - How much notice should we give if we need to cancel/postpone a meeting?'. Each section has a corresponding text input field.

The mentoring agreement may be a helpful tool to provide some structure in your first meeting, but it is not a requirement that you fill it out, it's completely up to you if you'd like to do so.

Your peer mentor has signed a confidentiality agreement so anything you disclose during meetings will only be between you and your match.

Goals

This is another optional tool that you can use if you'd like to write out some of the things you are working on during your Hand in Hand relationship. Again, there's no requirement to use this tool if you don't feel it's helpful for you. Only you have the ability to write and tick off goals, but your match will be able to see them, and can help you choose goals to focus on if you'd like their support with that.



The screenshot shows the 'Goals' and 'Notes' section in the Looking|Glass app. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Goals' and includes a text input field with the placeholder 'Do at least 10 minutes of self care this week.' and a '+ Add Another Goal' button. Below the Goals section is the 'Notes' section, which includes a text input field with the placeholder 'Add text ...'. A curved arrow points from the 'Goals' section to the 'Notes' section.

Notes

Beneath Goals you'll see a section for Notes and these are just for you; your volunteer won't be able to see them. You can use this as a space to record some meeting notes or add reminders for topics you want to return to in a future meeting.

Communicating with Looking Glass

If we ever need to check in with you, for example if you haven't been active in the program for a while, the Hand in Hand Coordinator will email you or send you a message through Conversations which you can access by clicking on the Message Centre icon in the top-right corner.

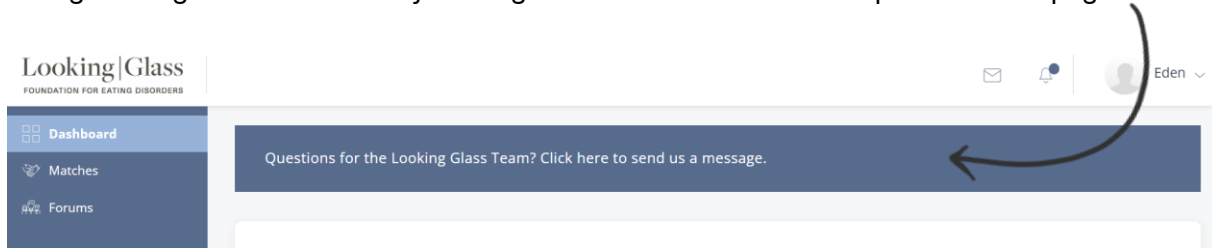
The Hand in Hand Coordinator will be overseeing all volunteers in the program and checking in from time to time to ensure everyone is being properly supported. Hand in Hand is intended to be used as a regular form of support so if at any time you feel you're no longer able to commit to using it

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regularly, please let us know so we can reassign your peer supporter. You are always welcome to re-join the program at a later date.

We are here for you, and our top priority is to make sure you are feeling safe so feel free to get in touch with any questions or concerns. You can email us: programs@lookingglassbc.com, or send a message through Conversations by clicking on the banner across the top of the Homepage.



Thanks for reading!

We'll be in touch as soon as we've found a great peer mentor to match you with. We look forward to supporting you in your recovery journey.