

## 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.

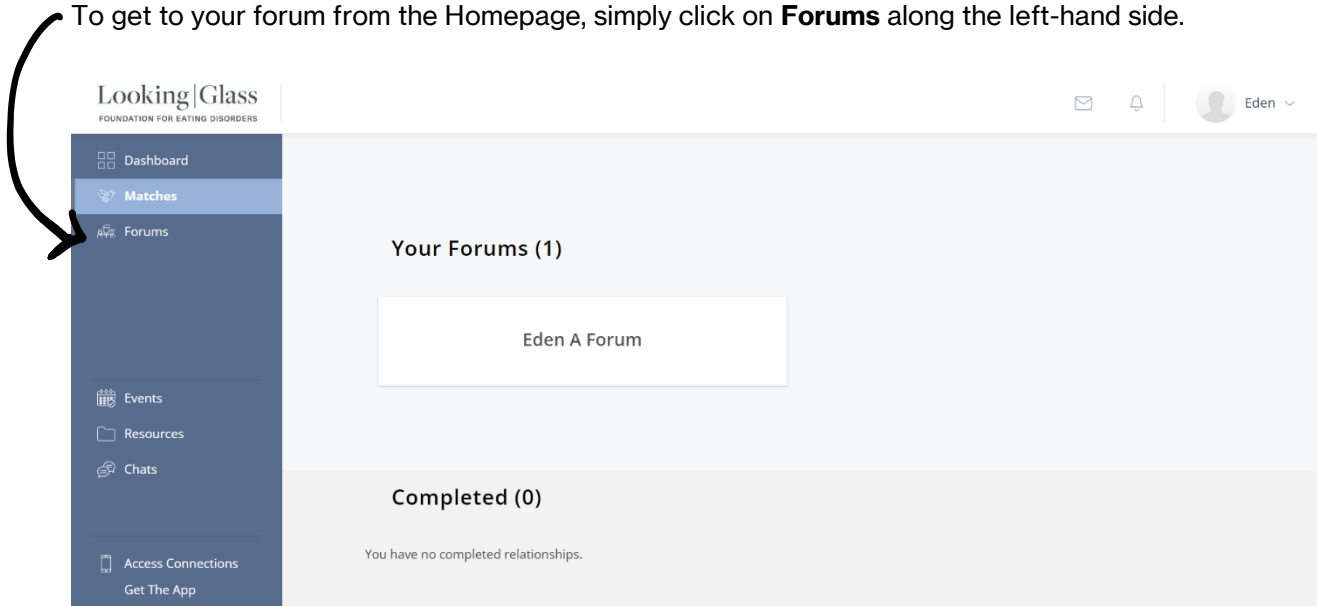
### Getting Started

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 PRS. Your personal information will only be visible to the Looking Glass staff team. You can find out more about how your information is used in our Programs Terms of Use which you'll find under Resources.

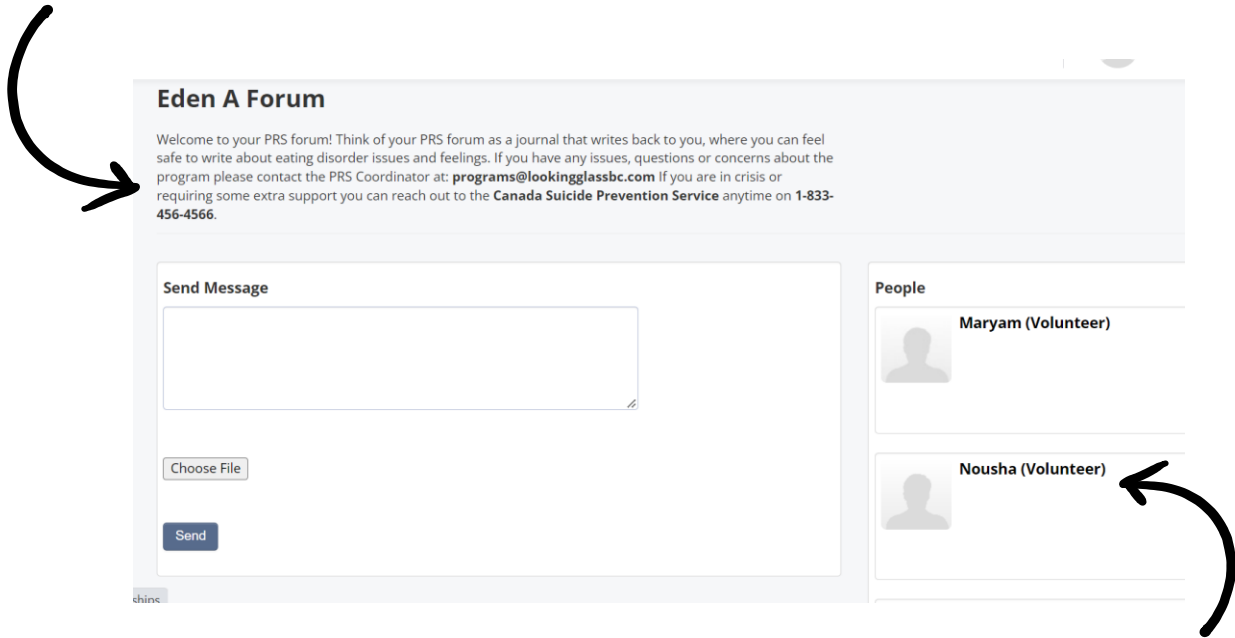
Once the Program Coordinator has matched you with your team of two trained volunteers, you'll receive an email with a link to your private forum space.

**IMPORTANT:** Emails about the PRS program will come from [LookingGlass@mentorcity.com](mailto: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.

To get to your forum from the Homepage, simply click on **Forums** along the left-hand side.



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.

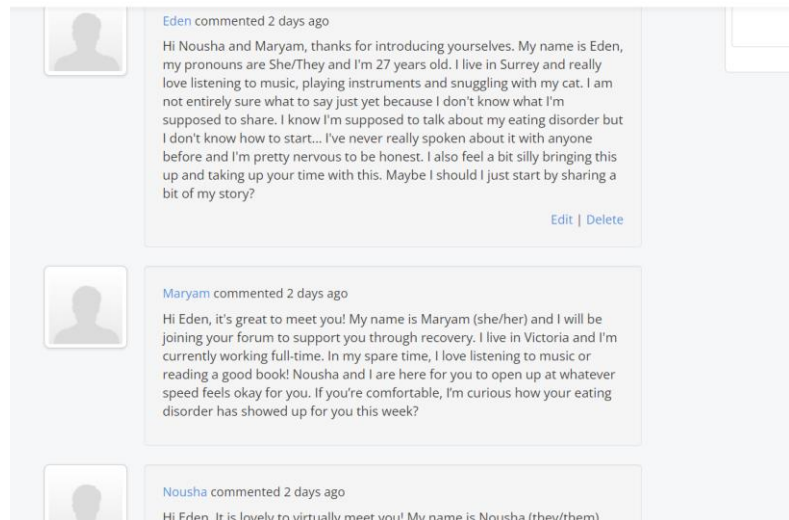


You can view your volunteer mentors along the right-hand side. Everyone is visible by their chosen display name on the Program Hub.

## 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.



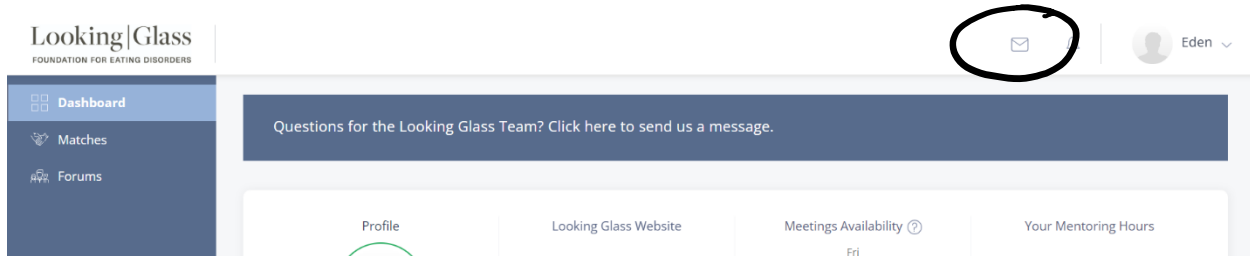
When you're ready, you can go ahead and write your first message! Feel free to share as much or as little about your story as you'd like to in this first post. Remember this is a *safe, non-judgemental* space for you to talk about your eating disorder struggles, goals and hopes. Your volunteer mentors 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 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.

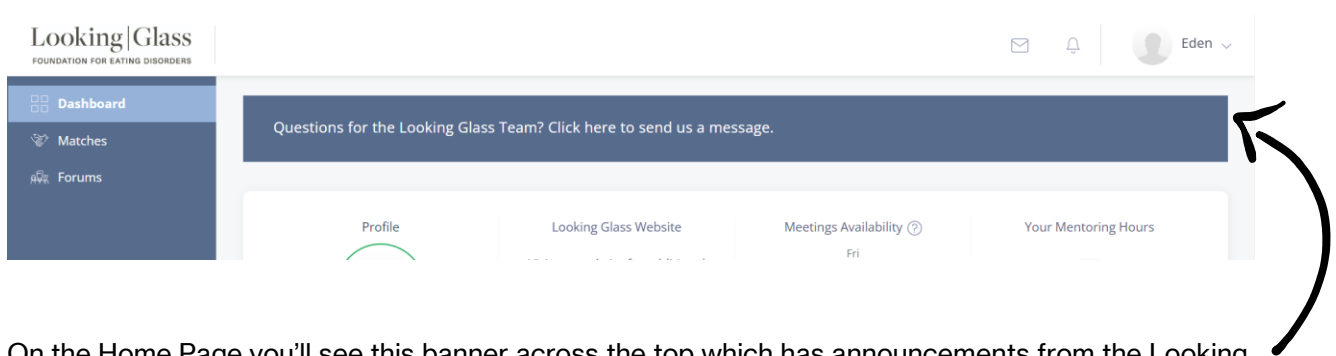
The PRS Coordinator will be overseeing all volunteers in the program and checking in on the forums from time to time, to ensure everyone is being properly supported.

## Conversations

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



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 regularly, 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, you can click on this banner, send your message and we'll get back to you as soon as we can. Alternatively, you can contact us at [programs@lookingglassbc.com](mailto:programs@lookingglassbc.com).

**Thanks for reading!**

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