

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.

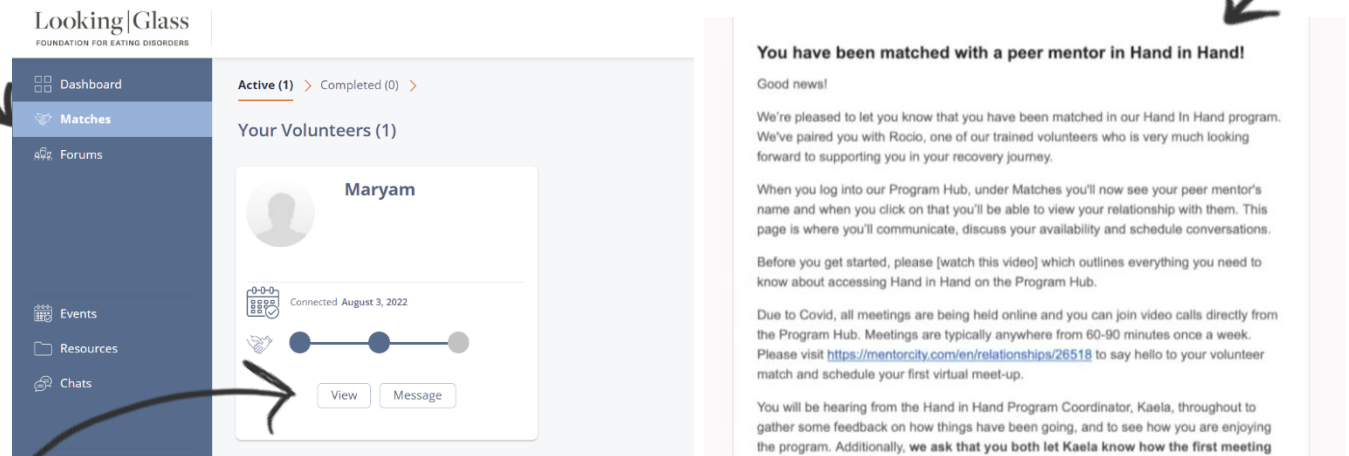
Getting Started

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.

Your matched relationship is also accessible by clicking on "Matches" from the menu bar on the left-hand side of the Homepage.

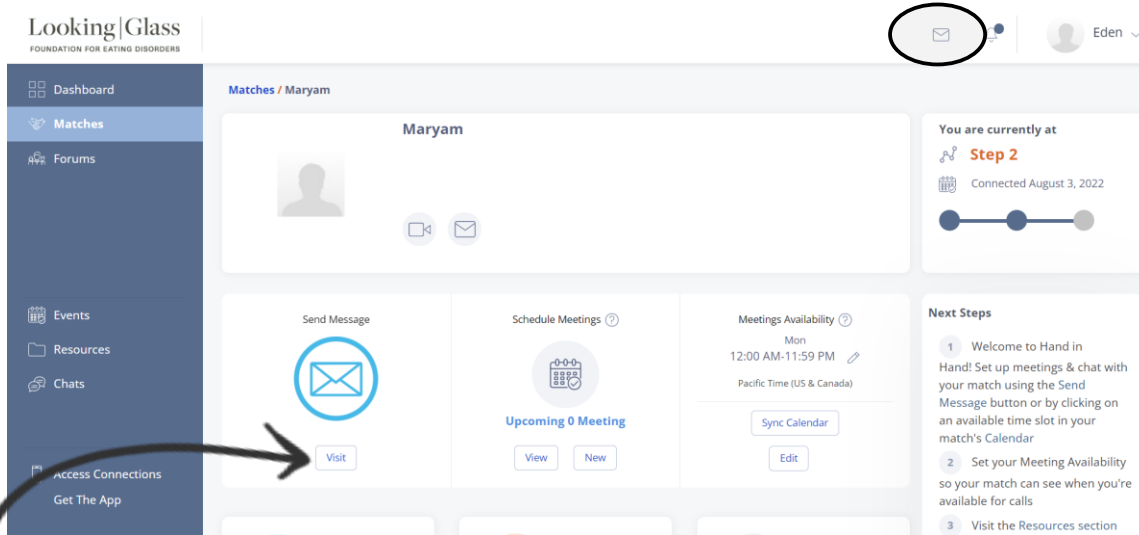


The screenshot shows the Looking Glass Program Hub interface. On the left is a dark blue navigation menu with icons for Dashboard, Matches, Forums, Events, Resources, and Chats. The 'Matches' section is highlighted. The main content area shows 'Active (1) > Completed (0) >' and 'Your Volunteers (1)'. A profile card for 'Maryam' is displayed, showing a placeholder for a profile picture, the name 'Maryam', and a connection status 'Connected August 3, 2022' with a progress bar. Below the profile card are 'View' and 'Message' buttons. To the right of the profile card is a notification box with the heading 'You have been matched with a peer mentor in Hand in Hand!' and the text: 'Good news! We're pleased to let you know that you have been matched in our Hand in Hand program. We've paired you with Rocio, one of our trained volunteers who is very much looking forward to supporting you in your recovery journey. When you log into our Program Hub, under Matches you'll now see your peer mentor's name and when you click on that you'll be able to view your relationship with them. This page is where you'll communicate, discuss your availability and schedule conversations. Before you get started, please [watch this video] which outlines everything you need to know about accessing Hand in Hand on the Program Hub. Due to Covid, all meetings are being held online and you can join video calls directly from the Program Hub. Meetings are typically anywhere from 60-90 minutes once a week. Please visit <https://mentorcity.com/en/relationships/26518> to say hello to your volunteer match and schedule your first virtual meet-up. You will be hearing from the Hand in Hand Program Coordinator, Kaela, throughout to gather some feedback on how things have been going, and to see how you are enjoying the program. Additionally, we ask that you both let Kaela know how the first meeting

The volunteer you've been matched with will be visible here by their chosen Display Name. From this tile, you can either open up the Matched Relationship page or go straight into your messages with your match.

Relationship Page

This is the Hand in Hand Relationship page where you'll go to schedule meetings with your match.



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.

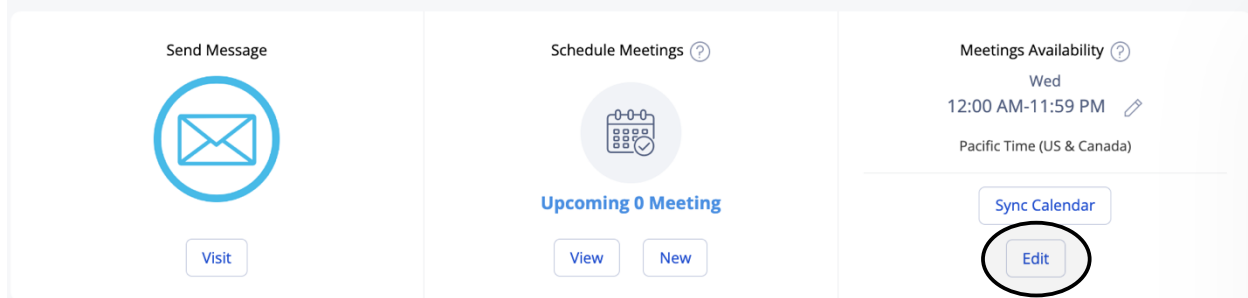
You can get to the Message Centre from your Relationship page by clicking on 'Visit' under the 'Send Message' tab or simply by clicking on the mail icon in the top right corner from anywhere on the platform.

Messages will be used primarily to coordinate meetups 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 clicking 'Edit' under 'Meeting 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.



< Back ✕

Select the days and times that you are typically available for mentoring meetings.

Your timezone is set to (GMT-08:00) Pacific Time (US & Canada) Sync Calendar

Available times Unavailable

Sunday	From	7:00 AM	To	01:00 PM	<input type="checkbox"/>
Monday	From	12:00 AM	To	11:59 PM	<input type="checkbox"/>
Tuesday	From	04:00 PM	To	10:00 PM	<input type="checkbox"/>
Wednesday	From	12:00 AM	To	11:59 PM	<input type="checkbox"/>
Thursday	From	8:00 AM	To	08:00 PM	<input type="checkbox"/>

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 'New' under the 'Schedule Meetings' tab or simply click the 'Schedule Meetings' option from the Message Centre.

Maryam
Great, looking ...

Looking Glass Team
Hi Eden thank...

Lucia
Hi Lucia. Than...

Maryam
Eden ● Maryam ○

Schedule Meetings ▼ 🗨️

Maryam

Hi Eden,
I'm excited to be matched with you in Hand in Hand and really looking forward to our first meeting! A little about me - I'm 23 years old and I live in Surrey. My pronouns are she/her and I love photography, music and getting out in nature with my dogs. I recovered from an eating disorder 4 years ago and this is my first time volunteering as a peer mentor in Hand in Hand. I'm looking forward to supporting you in your recovery journey! Let me know when suits you for our first meeting when we can get to know each other a little better. Thursday evenings or Saturday mornings usually work well for me.

Warmly,
Maryam
1:07PM July 17

Type your message here...

🔗 **B** **I** **U** **🔗**

Send Message
✉️
Visit

Schedule Meetings ?
📅
Upcoming 0 Meeting
View **New**

Meetings Availability ?
Wed
12:00 AM-11:59 PM ✎
Pacific Time (US & Canada)
Sync Calendar
Edit

This will open up **your match's calendar availability** and allow you to select a time from one of their available slots. You will also be required to select a meeting type. The location will be automatically populated with your personal video calling link if you've selected the Video Conferencing meeting type, or you can enter an agreed-upon location if you are planning to meet in person.

Meeting Types

When scheduling a meeting, you can choose from two options:

1. **Video Conferencing** – Uses MentorCity's default video platform with Zoom on the backend. This option allows you to stay within MentorCity using the same dedicated link for all meetings.
2. **Microsoft Teams** – Uses the Microsoft Teams platform, generating a new meeting link for each scheduled meeting. This option will take you outside of MentorCity and may be a good alternative if you prefer Teams or experience issues with Video Conferencing.

Schedule Meeting

Duration: 30 minutes | Volunteer/Participant/Group: Maryam (Volunteer) | Meeting Type: Video Conferencing

Location: https://app.mentorcity.com/en/organizations/849/groups/29832-conversation/video_call [Copy]

Frequency: None

The timeslots are based on your availability, other people's availability, and time zones. [Adjust availability.](#)

Year: 2025 | Month: February | Date: Please select a date

Meeting Date: February 2025

Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

Time Slot: Please select a date

[Cancel] [Send Request]

Meeting Type

Meeting Type

Video Conferencing

Video Conferencing

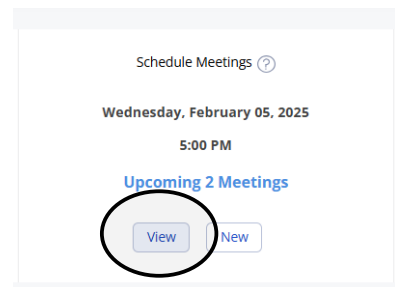
Microsoft Teams

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

Joining a Scheduled Meeting

Video Conferencing meeting type:

To join a meeting, click 'View' in the 'Schedule Meetings' section, then click on the meeting link. You can also join by clicking on the video icon from the top of the Relationship page or from your chat in the Message Centre. Alternatively, you can join through the meeting link sent in your email confirmation.



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Dashboard | Matches | Forums | Courses | Events

Matches / Eden

Eden

Send Message | Schedt

Eden | Maryam

Schedule Meeting [Video Icon]

Hi Eden,
I'm excited to be matched with you in Hand in Hand and really looking forward to our first meeting! A little about me - I'm 23 years old and I live in Surrey. My pronouns are she/her and I love photography, music and getting out in nature with my dogs. I recovered from an eating disorder 4 years ago and this is my first time volunteering as a peer mentor in Hand in Hand. I'm looking forward to supporting you in your recovery journey! Let me know when suits you for our first meeting when we can get to know each other a little better. Thursday evenings or Saturday mornings usually work well for me.

Warmly,
Maryam

1:07PM July 17

Hi Maryam, thanks for your msg, it's great to meet you! I'm looking forward to our first meeting... Although also a little nervous I must admit!! This Saturday at 9am works for me. Thanks!

1:08PM July 17

For Video Conferencing, the meeting link remains the same for all your scheduled meetings. When you click the link, you'll enter your private, secure video calling room. If this is your first time using the platform on a browser, you'll be prompted to allow access to your microphone and camera. Once granted, you can join the meeting and choose to have your camera on or off.

Microsoft Teams meeting type:

If you're using Microsoft Teams, a new meeting link will be created for each scheduled meeting. To join a meeting, click 'View' in the 'Schedule Meetings' section and click on the meeting link, or through the meeting link sent in your email confirmation. This will open the meeting in Microsoft Teams, either in your browser or the Teams app, depending on your preference and device settings.

**If using a mobile device, you will need to download the Teams App. When you click the meeting link, you will be prompted to do this. On a computer, you can choose to use the browser or download the app.*

Best Practices:

- The video calling feature for **Video Conferencing** works best on **Google Chrome** or **Microsoft Edge** browsers.
- For mobile device use, the **MentorCity App** provides the best experience. *A video calling best practices guide is available in the Program Hub's Resources section.*

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.

NOTE: 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.

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Dashboard
Matches
Forums
Events
Resources
Chats
Access Connections
Get The App

Mobile App

What can I do in the mobile app?

Download our app to get on-the-go access to connections, guidelines, events, and more. With the app, you can respond quickly to messages and communicate wherever you are.

You can use it to:

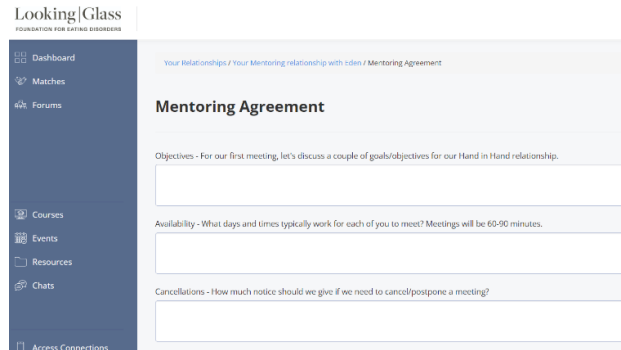
- Get Connected with others
- Find Volunteers and Participants
- Respond to Messages
- Schedule Meetings
- Manage Account Settings
- Access to Courses
- Join Events

GET IT ON Google Play Download on the App Store

We're constantly working on improvements and adding new features, so expect more to come! To help us improve your experience, feel free to share any cool ideas or feedback in info@mentorcity.com

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.



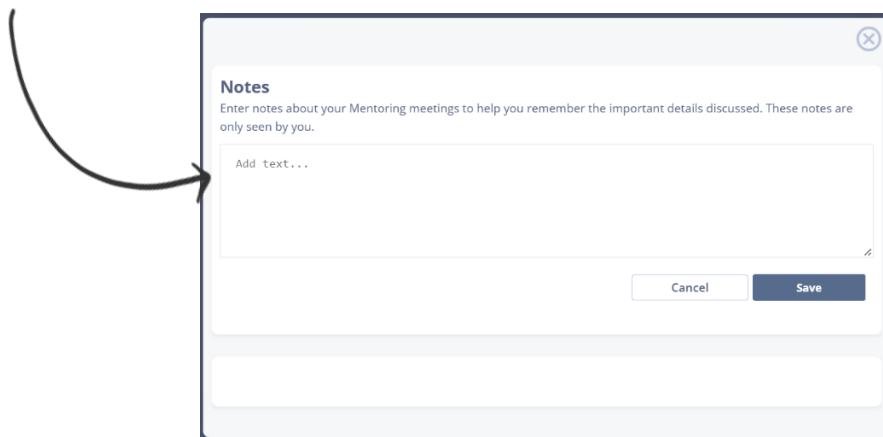
The screenshot shows the 'Looking | Glass' logo at the top left. Below it is a navigation menu with items: Dashboard, Matches, Forums, Courses, Events, Resources, Chats, and Access Connections. The main content area is titled 'Your Relationships / Your Mentoring relationship with Eden / Mentoring Agreement'. The form has three sections: 'Objectives - For our first meeting, let's discuss a couple of goals/objectives for our Hand in Hand relationship.' with a text input field; 'Availability - What days and times typically work for each of you to meet? Meetings will be 60-90 minutes.' with a text input field; and 'Cancellations - How much notice should we give if we need to cancel/postpone a meeting?' with a 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.

Notes

The Notes section is just for you; your peer mentor 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.



The screenshot shows a 'Notes' form with a title bar and a close button. The text inside says 'Enter notes about your Mentoring meetings to help you remember the important details discussed. These notes are only seen by you.' Below this is a large text input field with the placeholder 'Add text...'. At the bottom right of the form are 'Cancel' and 'Save' buttons. A curved arrow points from the left towards the text input field.

Communicating with Looking Glass

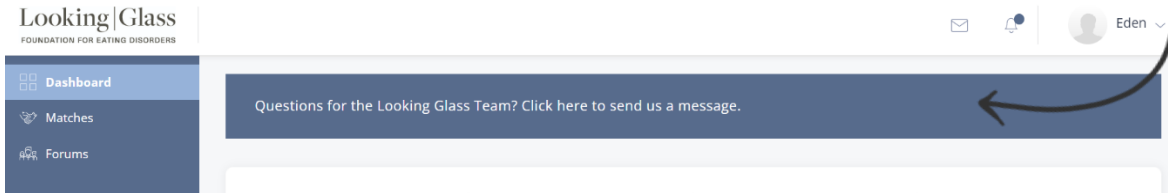
If we ever need to check in with you, for example if you haven't been active in the program for a while, the Hand in Hand Coordinator will email you or send you a message through the Message Centre.

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

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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 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.