



Guidelines for Participation in RESOLVE Peer-Led Support Groups (PLSG)

Apoyo a la infertilidad en español: Llama 866.668.2566, octava extension - Puedes conectarte con un voluntario(a) entrenado(a) y con experiencia en infertilidad. Esta persona te va a ayudar a navegar los recursos que tienes disponibles. [Recursos sobre infertilidad en español](#)

Peer-Led Support Groups listed in the online directory on resolve.org meet under the auspices of RESOLVE: The National Infertility Association, a national, non-profit organization, dedicated to providing education, advocacy, and support for those struggling to build their families.

Peer-Led Support Groups are led by peers and not by mental health or medical professionals. Opinions expressed in these groups are personal opinions and not necessarily the opinions or policies of RESOLVE.

RESOLVE will not discriminate against any person on the basis of race, creed, color, national origin, marital status, gender, sexual orientation, disability, or any other classification protected by applicable state or federal law.

To ensure that the Peer-Led Support Groups, both in-person and virtual, are emotionally safe, supportive, productive, and the best experience possible for group members, it is important for each member to make a commitment to abide by RESOLVE's guidelines for participation. In doing so, we can ensure that everyone is heard, included, and respected in the meetings. When you participate in a RESOLVE Peer-Led Support Group, you agree to abide by the guidelines listed below.

RESOLVE Peer-Led Support Group (PLSG) Meeting Guidelines:

- **Respect is an integral part of each group.** Please respect others' opinions, emotions, and experiences.
- **Remember to share the floor.** Allow others to speak and share their experiences. The Host may redirect the conversation in order to ensure that everyone who wants to has the opportunity to speak and be heard.
- **Seeking professional advice:** RESOLVE Peer-Led Support Groups are not intended to be a replacement for private counseling or a [professionally-led support group](#). If you would like to consult with a mental health professional, visit RESOLVE's [Professional Services Directory](#); these are professional members of RESOLVE who have experience working with infertility patients, although RESOLVE does not endorse specific professionals.
- **Medication distribution or sales are not permitted.** If you are considering sharing unused medication with others to help cut costs on treatment expenses, that can come with a myriad of risks. It is illegal for RESOLVE to encourage you to donate or receive prescription medication

without going through a pharmacy. If you are unsure of what to do with your leftover medications, it is best to consult with your fertility practice to understand the local laws regarding [unused medications](#).

- **No promotions.** Please refrain from using the group to sell or promote products or services that you may be affiliated with, including wellness services and products. If you would like to promote your business or product, please reach out to RESOLVE at development@resolve.org.
- **No observers:** RESOLVE does not allow professionals and/or students to observe these meetings for any reason.
- **No children on camera during a virtual group:** If you are participating in a group via Zoom or another virtual platform and have children at home that you are caring for, please remember to mute and turn off your video camera in an effort to be sensitive towards all who are still on the journey to parenthood.
- **Focused Groups and Terms for re-grouping:** Hosts have to coordinate many individuals in different situations. Hosts often try to be proactive by offering topic-specific groups, i.e., Adoption, Childless Not by Choice, Parenting/Pregnancy After Infertility, etc., to ensure group members are in groups with others in similar situations. In some cases, a Host may ask group members to switch to a group that is a better fit.
- **Group expulsion:** If group guidelines are not followed, RESOLVE staff will be asked to intervene to determine alternate support options for the group participant. If a group participant exhibits disrespectful or abusive behavior towards the Host or others in the group, this can result in expulsion and ban from all RESOLVE support groups.
- **Complaints:** If you have a complaint or would like to express a grievance of any kind about the group or Host, please contact RESOLVE at supportgroups@resolve.org. RESOLVE staff will process the complaint and determine the next steps based on the circumstances of the situation. Our goal is for every participant and volunteer to have a positive experience and get the support they deserve.

Confidentiality:

- Confidentiality is critical for creating a safe environment where people can feel comfortable sharing personal information.
- Members should not describe anything discussed in a group with others outside of the group. You may share your contributions to the discussion with others, but not what others have shared, or any details about other members, including their names, appearance, or other related personal information.

- RESOLVE: The National Infertility Association and our Peer-Led Support Group Hosts will make every attempt to respect group member privacy and boundaries. Confidentiality is dependent upon the integrity of everyone in the group, and we expect (but cannot guarantee) that strict confidentiality will be maintained by all.
- RESOLVE: The National Infertility Association and our Peer-Led Support Group Hosts will use a third-party video conferencing solution to facilitate the virtual support group meetings. Although these calls may be encrypted for protection from malicious eavesdropping, we cannot guarantee this. By participating in the virtual meeting, each member should review and accept the security of the facilitating platform.
- Members are forbidden from taking photos or recording group sessions in any way. Personal notetaking is permitted.
- If you see other group members out in public, please be respectful of their boundaries, as some people would like to remain anonymous in the community.
- PLSG Participant Surveys: Periodically, RESOLVE may survey PLSG participants to gather anonymous feedback. The purpose of the survey may be to ascertain the effectiveness of the group, ensure the group is meeting participant expectations, and identify any potential issues or problems quickly. It is important to note that RESOLVE respects your privacy, and therefore does NOT share this information with any outside organization or persons.

Emergency and Self-Care Resources:

Mental Health or Medical Emergency: If, at any time, group members feel as if they may harm themselves or others, they understand the need to contact their therapist or psychiatrist, call 911, or go to the nearest hospital emergency room.

National Suicide Prevention Lifeline: The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. Call 1-800-273-TALK (1-800-273-8255) or visit <https://suicidepreventionlifeline.org/> for support in Spanish and Deaf & Hard of Hearing.

General Crisis Text Line: Text "SUPPORT" to 741-741 (24/7, Free).

The Trevor Project: Call 1-866-488-7386 (24/7)

Live Chat - <http://www.thetrevorproject.org/chat> (Fridays 4:00 PM to 5:00 PM EST)

Red Nacional de Prevención del Suicidio: Call (Llame) 1-800-786-2929 (24/7)

Veterans Crisis Line: Call 1-800-273-9255, option 1

TAPS National Military Survivor Helpline: Call 1-800-959-TAPS (1-800-959-8277)

Questions or concerns about RESOLVE support groups?

Please contact RESOLVE staff by phone at 703-556-7172 or email us at supportgroups@resolve.org.

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