



We would like to wish you a very warm welcome to our Peer Pods, which are part of MS-UK's Peer Support service.

Our Peer Pods have been created to provide a safe online space for you to meet other people living with multiple sclerosis (MS), for mutual support, encouragement, and friendship.

It is very important to us that every person that attends our Peer Pod sessions is met with compassion and understanding, and that they feel welcomed, valued and supported.

To ensure this, we ask that you please observe the following guidelines.

### **In the Zoom session**

- Newcomers to be welcomed and given the opportunity to introduce themselves to the group (if they so wish)
- Please raise your hand when you wish to speak or use the hand emoji
- Please listen attentively when others are speaking
- Please respect others' views and opinions, even if they differ from your own
- Please take care not to make comments that are discriminatory or may cause offense
- Please do not attend whilst under the influence of alcohol or other substances that may affect your behaviour
- Please place yourself on mute if taking a phone call or having a conversation with someone else at home

### **For confidentiality purposes we ask that you please**

- Do not record Zoom sessions or take screenshot or photos of the screen (this includes the use of AI assistants that are able to record/ transcribe a meeting without you attending)
- Do not share personal details of other participants with any third parties
- Do not discuss any personal or sensitive information disclosed in conversation outside of the session (except where there is a safeguarding concern)

### **Safeguarding**

- In the event that someone discloses information about themselves that is a cause for concern, please contact the office on **01206 226500** or email [peersupport@ms-uk.org](mailto:peersupport@ms-uk.org) and a member of staff will follow the MS-UK Safeguarding procedure.

Some of our Peer Pods have created WhatsApp groups so that participants can keep in touch between sessions if they would like to. We ask for the same level of respect and support to be offered within these groups.

For groups to stay in contact outside of the Zoom sessions (i.e WhatsApp) participants may wish to share their contact information with members of the group or the group itself (e.g. telephone or email). You should only share your own personal information and not that you may hold of others. Choosing to share your information is your responsibility and as always should be taken with consideration before you do so.

For more information on how we process your personal data, please visit MS-UK's privacy policy here: <https://ms-uk.org/our-policies/>

If you would like to make any comments, suggestions or give feedback regarding a Peer Pod, please contact Vicky, Peer Support Coordinator at [victoria@ms-uk.org](mailto:victoria@ms-uk.org)