

# How to Lead Safe Peer Support Groups for People Living with Long COVID



## Facilitating a peer support group

- Design and establish goals for each session
- Create a safe, inclusive environment for participant connection by setting the context and clearly explaining the ground rules
- Use verbal (e.g., probing) and non-verbal cues (e.g., nodding) to keep discussions going
- Highlight points of agreement, manage group personalities and conflict, and summarize key points at the end of each session
- Keep an open line of communication for individuals to keep in touch with facilitators

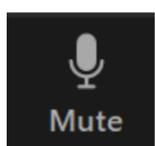


## Online Etiquette

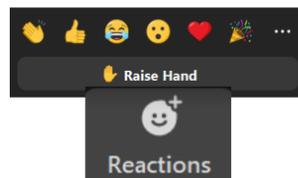


## Online Tool Use

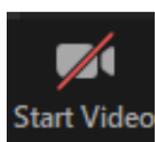
Zoom and Google Meet are popular video conferencing platforms with similar features essential for effective engagement in peer support sessions. Here are some features you might find useful to know:



Microphone icon turns sound on and off



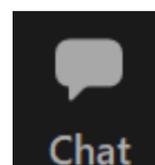
Reaction icons let you respond without words and raise your hand to ask questions or comment.



Camera icon allows you to turn your camera on and off. The icon with the red slash means video is turned off.



Share screen icon allows you to share the screen of your device with other participants.



Chat icon is used to message the group. You can send a message to the group or to individual members.

For more information on how to use online conferencing software, check out this document: [How to Use Zoom](#)



This infographic was created by our research team at St. John's Rehab Research Program, Sunnybrook Research Institute in collaboration with people living with long COVID, caregivers, health care and rehab professionals, and academic collaborators. For more information about our long COVID research project, please visit: [www.LivingWithLongCOVID.ca](http://www.LivingWithLongCOVID.ca) or email Dr. Marina Wasilewski at [marina.wasilewski@sunnybrook.ca](mailto:marina.wasilewski@sunnybrook.ca).