

Peer Guidelines for the Heaven Sent Peer To Peer Meeting Room

Purpose

The Heaven Sent Peer To Peer Meeting Room is a welcoming support space for veterans, seniors, persons with disabilities, caregivers, and families in crisis.[cite:6][cite:9] The room is designed to help people connect, listen, encourage one another, and find the next right step in a safe and respectful setting.[page:1][cite:8]

What this room is for

This room is for peer support, encouragement, shared experience, and practical connection to help.[cite:6][cite:9] It may include live video meetings, guest speakers, support discussions, teaching videos, faith-centered encouragement, and referrals to helpful resources.[page:1][cite:7]

What this room is not

This room is not emergency medical care, not licensed therapy, and not crisis intervention.[cite:8] If someone is in immediate danger, the right response is to call 911, and if someone is in emotional crisis, the right response is to call or text 988 for the Suicide and Crisis Lifeline.[page:1]

Core room guidelines

- Treat every person with dignity, even when opinions, backgrounds, or experiences are different.[cite:6]
- Keep the room respectful, calm, and welcoming for everyone.[page:1]
- Allow one person to speak at a time so everyone has a chance to be heard.[page:1]
- Use supportive language; do not shame, mock, threaten, or attack anyone.[page:1]
- Protect privacy and handle personal stories with care.[cite:8]
- Follow host instructions during live meetings, discussion time, and guest speaker sessions.[page:1]
- Do not use the room for harassment, intimidation, solicitation, or inappropriate conduct.[cite:8]

Confidentiality and privacy

People may share painful or personal things in this room, so privacy matters.[cite:8] Participants should not repeat private details outside the room without permission, except when there is a safety concern, abuse concern, or emergency that must be reported.[cite:8]

Safety and escalation

If a participant talks about harming themselves, harming someone else, abuse, or immediate danger, the matter must be moved out of peer discussion and escalated right away.[cite:8] In those situations, the host or peer leader should contact emergency services, direct the person to 988 or 911, or follow the organization's safety plan and duty-to-warn procedures.[cite:8]

Host expectations

Hosts help protect the tone and safety of the room.[page:1] Hosts should welcome people, guide the discussion, keep order, redirect unsafe behavior, pause conflict, and make sure urgent issues are referred to the right level of help.[page:1][cite:8]

Participant expectations

Participants are expected to show respect, stay on topic when possible, and use the room in a way that supports healing and connection.[page:1] Participants should not interrupt, dominate the room, or pressure others to share more than they want to share.[page:1]

Technology and meeting use

The page may include a live conference screen, a video area, a whiteboard, and a meeting chalkboard for notes and updates.[page:1] If a video or meeting embed does not load correctly, participants should use the direct meeting link or contact a host for help.[page:1]

Faith and encouragement

Because Heaven Sent serves with compassion, dignity, and faith-centered encouragement, the room may include prayer, hope-centered language, and uplifting support when appropriate.[cite:1][cite:6] No one should be forced into a religious conversation, and encouragement should always be offered with care and respect.[cite:6]

Contact help

If a participant needs help getting into the room, has a safety concern, or needs staff guidance, they should contact a listed host or staff member on the page.[page:1] The contact area is part of the room design so people can quickly reach support when technology fails or a concern comes up.[page:1]

Closing statement

The Heaven Sent Peer To Peer Meeting Room exists so people do not have to carry everything alone.[cite:6] The goal is to create a room where people can be heard, supported, connected, and guided toward safety, stability, and hope.[cite:6][cite:9]