

Safety Plan for the Heaven Sent Peer To Peer Meeting Room

Purpose

This safety plan is for the Heaven Sent Peer To Peer Meeting Room. The purpose of this plan is to help hosts, peer leaders, volunteers, and participants respond quickly and safely when someone shows signs of crisis, danger, abuse, self-harm risk, violence risk, or immediate medical need.[cite:8][page:1]

Scope

This plan applies to live peer support sessions, video meetings, guest speaker events, whiteboard and chalkboard interactions, room chat, follow-up contact, and other front-end meeting activities connected to the Peer To Peer Meeting Room page.[page:1] The room may include peer support, encouragement, resources, and faith-centered support, but it is not emergency medical care, licensed therapy, or crisis treatment.[cite:8]

Immediate emergency actions

If someone is in immediate danger, has a weapon, is threatening violence, is actively attempting self-harm, is having a medical emergency, or reports child abuse or abuse of a vulnerable adult that requires urgent action, call 911 right away.[cite:8] If someone is in emotional crisis, talking about suicide, or appears at risk of harming themselves, direct them to call or text 988 immediately while a host stays engaged and calm.[page:1]

Warning signs

Hosts and peer leaders should take action when a participant shows any of the following:

- Threats of self-harm or suicide.[cite:8]
- Threats to harm another person.[cite:8]
- Statements of abuse, neglect, or immediate danger.[cite:8]
- Severe confusion, panic, or inability to stay oriented.[page:1]
- Major emotional escalation, rage, or loss of control during the meeting.[page:1]
- Visible medical distress or statements that suggest urgent medical need.[page:1]

Host response steps

1. Stay calm, slow the room down, and take the warning seriously.[cite:8]
2. Do not argue with the person, shame them, or leave them unsupported if they appear to be in crisis.[cite:8]

3. Move the situation out of general peer discussion and into direct host response as quickly as possible.[cite:8]
4. Ask simple safety questions if needed, such as whether the person is in immediate danger, whether they are alone, and whether emergency help is needed now.[cite:8]
5. Contact 911 or direct the person to 988 when the situation calls for emergency or crisis intervention.[page:1] [cite:8]
6. Notify the appropriate Heaven Sent leader or staff contact listed on the page.[page:1]
7. Document what happened, what was said, what action was taken, and who was contacted.[cite:8]

If the person is a danger to self

If a participant says they want to die, plans to hurt themselves, or appears to be at high risk, the host should treat the situation as urgent.[cite:8] The host should encourage immediate contact with 988, keep the person engaged if possible, get emergency help when needed, and avoid promising secrecy.[page:1] [cite:8]

If the person is a danger to others

If a participant threatens another person, describes a planned violent act, or appears likely to act violently, the host should immediately stop normal discussion and contact emergency services.[cite:8] The duty to protect safety is greater than confidentiality in that situation. [cite:8]

Abuse, neglect, and vulnerable persons

If a participant reports child abuse, elder abuse, abuse of a vulnerable adult, domestic violence danger, or serious neglect, the host should follow reporting requirements and organization safety procedures without delay.[cite:8] [cite:7] Peer support should not replace mandated reporting or emergency protection steps.[cite:8]

Technology failure plan

If the video room fails, the embed does not load, or the participant cannot access the screen, the participant should use the direct meeting link or contact a listed host or staff member for help.[page:1] If a safety situation happens during technology failure, the host should move quickly to phone contact and emergency response if required.[page:1]

Room controls and moderation

Hosts may mute, pause, redirect, remove, or separately follow up with participants when behavior becomes unsafe, threatening, abusive, sexually inappropriate, or highly disruptive to the room.[page:1] [cite:8] The goal is to protect participants while keeping the environment respectful and stable.[page:1]

Documentation

After a safety event, the host or assigned leader should document:

- Date and time of incident.
- Name or identifier of participant.
- What behavior or statement caused concern.
- What immediate action was taken.
- Whether 911, 988, or another authority was contacted.
- Which Heaven Sent leader or staff member was notified.
- Any follow-up steps needed.[cite:8]

Staff and host contacts

The page should keep current contact information for staff and hosts so users can quickly reach support if the room fails or a crisis situation develops.[page:1] Contacts currently listed for the page include Joe Ryan, Tim, Darrell, and Teresa.[page:1]

Final statement

Safety comes before confidentiality when there is a real risk of harm.[cite:8] The Peer To Peer Meeting Room is meant to be compassionate and welcoming, but every host and participant should understand that crisis situations must be escalated to the proper level of care right away.[page:1][cite:8]