



TRAGEDY ASSISTANCE PROGRAM FOR SURVIVORS

3033 Wilson Boulevard, Third Floor ☆ Arlington, VA 22201

800-959-TAPS ☆ 202-588-TAPS (8277) ☆ www.taps.org

TAPS Online Groups and Workshops Community Guidelines

- **Online Groups will start promptly at the designated time and will close admission 10 minutes after the session begins.**
- **We seek connection, not comparison.** We respect each other, our stories, and our loved ones' service. Love and grief bring us together. We do not allow manner of death, circumstances of life, or "degree of difficulty" discussions to create divisions within our community.
- **Please avoid sharing in-depth explanations or stories of abuse, death, assault, self-harm, etc., including graphic details of your loved one's death.** In order to avoid re-traumatizing others and to ensure that we allow for ample sharing balance within the group, please avoid using this online group as a forum to work through graphic or shocking elements of your story.

We can balance your needs and the needs of the group with a few accommodations. If you need to work through the details of your experience, we can speak with you privately and connect you with our Survivor Care Team or other resources. You may also call Helpline at 202-588-8277 at any time, 24/7/365.

- **We encourage you to share with respect and to listen with compassion.** We strive to hear each other with generosity, not to over personalize another's experiences or comments, and to maintain a balance of communication within the group.
- **We share; we don't advise.** We are here to learn from each other but not give advice. We encourage language like, "this is what helped me" or "when I was faced with this problem, I ..." or, "my experience with that was..."
- **Because of the nature of what we discuss, we ask that you join this online group from private spaces.**



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- **Current events, politics, government organizations, and sensitive issues:** this online group is intended to help us discuss and discover ways to hope, heal, and connect. This is not a forum for airing grievances; discussing politics; proselytizing; or bashing organizations, the government, or other people.
- **What is said in the group, stays in the group.** Please hold what you hear in this space in confidence so that everyone feels secure in their ability to share safely.
- **We reserve the right** to turn off a participant's camera, microphone, and/or remove her from the meeting if there are safety concerns or continued disruptions. Our responsibility is to the safety of the group, and we can do this at our sole discretion.

ZOOM GUIDELINES

- **Connectivity issues:** If you are in the session and you have a technological issue (we know it happens!), please log back in and you will be admitted from the waiting room.
- **Technical difficulties:** If the entire meeting ends unexpectedly, please exit and try using your link to re-open the Zoom session. If there is a significant delay in bringing things back online, please check your email and we'll keep you up to date.
- **Your camera:** Sharing is a brave thing - when people are talking to the group, they deserve to have our full attention. We understand life doesn't stop (for our grief OR for our grief work), so if you are multi-tasking, moving around, or not fully tuned in to the group, please make sure your camera is off.
- **Your microphone** should be muted when you are not speaking.
- **Chat:** The chat box will be available during the session to ensure that we can share information, emphasize key points, and send reminders. It's also important for asking questions and for sharing things with the group. If you don't feel comfortable talking but you feel comfortable sharing and contributing via chat, we encourage you to use this feature.