

PHA Telephone Support Group Agenda

Introduce yourself

“I am a PHA volunteer facilitating this telephone support group. I will start and end the call and facilitate the conversation to give everyone a chance to speak.”

Read the agenda

- Ground Rules
- Announcements (PHA will ask you to read announcements, if applicable)
- Sponsorship recognition (PHA will ask you to read specific language, if applicable)
- Introductions
- Discussion

Read the ground rules

- Be mindful that there are several people on the call and we only have one hour. We will share the space so everyone has a chance to speak.
- Be respectful in your word choices.
- Avoid discussing controversial topics, such as politics and religion.
- When you speak, say your name – for example, “This is Abby from Maryland, and I have a question.”
- Mute yourself when you’re not speaking to avoid background noise.
- You don’t have to speak; you can listen if you prefer.

Read the confidentiality statement (required)

Any information or advice given to you by fellow group members is the opinion of the individual and PHA will be not held responsible for any individual’s opinion.

We encourage all participants to seek professional advice when they have a question concerning their own health care.

Because members occasionally share personal feelings and information, each participant understands and agrees that no personal information will be shared outside this group*.

**An exception will be made in the event that a caller expresses potential to harm oneself or others, in which case the facilitator and/or representatives from PHA is required to involve authorities to ensure safety. PHA has access to registrant information in the event of such a circumstance.*

Do you agree to the ground rules and confidentiality statement?

Observe a brief moment of silence (optional)

Please join us in holding a moment of silence to remember those we’ve lost to PH (*count to five*)

Facilitate group introductions

- Name
- City and state

- Is it your first time on the call?
- *Any other information you'd like people to share*

Facilitate open discussion

- Do you have questions or anything you'd like to share with the group?

Prepare your backup discussion questions and enter them here to use if there are no questions or if conversation lulls.

- _____
- _____
- _____
- _____
- _____

Wrap up

- Last comments or questions?
- Our next call is **[date]** _____
- More support
 - PHA's Support Line: 800-748-7274
 - PHA Email PHriends, in-person PHA support groups and PHA Facebook groups:
www.phassociation.org/support