



Guidelines for Participation in RESOLVE Peer-Led Support Groups (PLSG)

Updated as of May 2025

Peer-Led Support Groups listed in the online directory on resolve.org meet under the auspices of RESOLVE: The National Infertility Association, a national, non-profit organization, dedicated to providing education, advocacy, and support for those struggling to build their families.

Peer-Led Support Groups are led by peers and not by mental health or medical professionals. Opinions expressed in these groups are personal opinions and not necessarily the opinions or policies of RESOLVE.

RESOLVE will not discriminate against any person on the basis of race, creed, color, national origin, marital status, gender, sexual orientation, disability, or any other classification protected by applicable state or federal law.

To ensure that the Peer-Led Support Groups, both in-person and virtual, are emotionally safe, supportive, productive, and the best experience possible for group members, it is important for each member to make a commitment to abide by RESOLVE's guidelines for participation. In doing so, we can ensure that everyone is heard, included, and respected in the meetings. When you participate in a RESOLVE Peer-Led Support Group, you agree to abide by the guidelines listed below.

Core Participation Guidelines:

- **Respect all members.** Group members come from diverse backgrounds and are at different stages of their journeys. Be mindful that expressions and coping styles may vary. If group discussions feel overwhelming, individual counseling may be a helpful complement.
- **Share the floor.** Allow others to speak and share their experiences. The group leader may redirect the conversation in order to ensure that everyone who wants to has the opportunity to speak and be heard.
- **Mutual support over counseling.** These groups are not therapy or a substitute for clinical care. Peer leaders are not expected to have all the answers. If a topic feels too personal, you're always welcome to say, *"I prefer to pass."* For more in-depth support, please consult a licensed mental health professional.
- **No professional advice.** Please do not offer or request medical, legal, or therapeutic advice. Always consult qualified professionals for these needs. Explore our [professionally-led support groups](#) or seek mental health from a licensed professional in your area.

- **No promotions.** Do not promote or sell products or services during group meetings. If you'd like to share a business or resource with RESOLVE, email development@resolve.org.
- **No medication sharing.** It is illegal and unsafe to share prescription medication, even if unused. Please consult your clinic or pharmacy about safe disposal options.
- **No observers.** RESOLVE does not permit professionals, researchers, or students to observe support group meetings for any reason. Misrepresenting your intent for attending—such as posing as a participant to observe—is a violation of trust and an invasion of the group's privacy.
- **No children on camera during a virtual group.** Out of respect for all participants, especially those still trying to build their families, children should not be visible or audible during virtual group meetings.
- **Topic-specific groups & regrouping.** Some groups are tailored to specific experiences (e.g., adoption, childless not by choice, parenting after infertility). Leaders may recommend another group that better aligns with your current needs.
- **Group expulsion.** Disruptive, disrespectful, or abusive behavior may result in removal from the group and a ban from all RESOLVE support groups. Group leaders will notify RESOLVE staff when intervention is needed.
- **Complaints.** If you have a complaint or would like to express a grievance of any kind about the group or group leader, please contact RESOLVE at supportgroups@resolve.org. RESOLVE staff will process the complaint and determine the next steps based on the circumstances of the situation. Our goal is for every participant and volunteer to have a positive experience and get the support they deserve.

Confidentiality:

- Confidentiality is critical for creating a safe environment where people can feel comfortable sharing personal information.
- Members should not describe anything discussed in a group with others outside of the group. You may share your contributions to the discussion with others, but not what others have shared, or any details about other members, including their names, appearance, or other related personal information.
- RESOLVE: The National Infertility Association and our Peer-Led Support Group Leaders will make every attempt to respect group member privacy and boundaries. Confidentiality is dependent upon the integrity of everyone in the group, and we expect (but cannot guarantee) that strict confidentiality will be maintained by all.

- RESOLVE: The National Infertility Association and our Peer-Led Support Group Leaders will use a third-party video conferencing solution to facilitate the virtual support group meetings. Although these calls may be encrypted for protection from malicious eavesdropping, we cannot guarantee this. By participating in the virtual meeting, each member should review and accept the security of the facilitating platform.
- Members are forbidden from taking photos or recording group sessions in any way.
- If you see other group members out in public, please be respectful of their boundaries, as some people would like to remain anonymous in the community.
- PLSG Participant Surveys: Periodically, RESOLVE may survey PLSG participants to gather anonymous feedback. The purpose of the survey may be to ascertain the effectiveness of the group, ensure the group is meeting participant expectations, and identify any potential issues or problems quickly. It is important to note that RESOLVE respects your privacy and therefore does NOT share this information with any outside organization or persons.

Emergency and Self-Care Resources:

If you are experiencing feelings of distress or thoughts of harming yourself or others, please seek immediate professional help. Peer-led support groups are not a substitute for clinical care.

The following resources are available 24/7 and offer free, confidential support:

- **988 Suicide and Crisis Lifeline:** Call 988, text 988, chat, and services for: Deaf, Hard of Hearing, Hearing Loss available.

Línea 988 de Prevención del Suicidio y Crisis

En la línea 988 de prevención del suicidio y crisis, entendemos que los retos de la vida a veces pueden ser difíciles. Independientemente de que se enfrente a problemas de salud mental, angustia emocional, preocupaciones por el consumo de alcohol o drogas, o simplemente necesite a alguien con quien hablar, nuestros amables consejeros están aquí para ayudarlo. No está solo.

- **General Crisis Text Line:** Text “SUPPORT” to 741-741 (24/7, Free, confidential), individual will be connected to a live volunteer crisis counselor.

¿Necesitas desahogarte?

Envía un mensaje de texto con la palabra AYUDA al 741741 para comunicarte de manera gratuita con un Consejero de Crisis voluntario.

Apoyo gratuito las 24 horas del día, los 7 días de la semana, al alcance de tu mano.

- **The Trevor Project:** Crisis counselors are trained to answer calls, chats, or texts from LGBTQ+ young people who reach out on our free, confidential and secure 24/7 service when they are struggling with issues such as coming out, LGBTQ+ identity, depression, and suicide.

Call 1-866-488-7386 (24/7)

Text ‘START’ to 678-678

- **The LGBT National Hotline**: (888) 843-4564
- **Trans Lifeline**: (877) 565-8860
Trans Lifeline is a trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.
- **Veterans Crisis Line**: Call 988 then Press 1—by text ([838255](https://www.veteranscrisisline.net/)), and through chat ([VeteransCrisisLine.net/Chat](https://www.veteranscrisisline.net/Chat)).

Questions or concerns about RESOLVE support groups?

Please contact RESOLVE staff by phone at 703-556-7172 or email us at supportgroups@resolve.org.

RESOLVE: The National Infertility Association

www.resolve.org