



Anchor

VIRTUAL SUPPORT SPACE

SUPPORT TEAM TRAINING GUIDE

SUPPORTING THE SPACE. PROTECTING THE COMMUNITY.
SERVING WITH COMPASSION.


We support.
We listen.
We uplift.
We do not
fix or rescue.




Anchor is a peer-support and community wellness space for individuals impacted by cancer. Our goal is to foster connection, reduce isolation, encourage healing conversations, provide emotional support, and connect participants to resources.

ANCHOR IS NOT:

- ✗ Therapy or counseling
- ✗ Crisis intervention
- ✗ Medical treatment
- ✗ Mental health treatment

1 THE ROLE OF THE SUPPORT TEAM



BEFORE THE SESSION

- Log in early & test technology
- Review registrations
- Prepare resource links
- Admit participants
- Create a welcoming space

DURING THE SESSION

- Welcome participants
- Monitor chat activity
- Observe well-being
- Alert facilitator to concerns
- Assist with breakout rooms
- Uphold community agreements

AFTER THE SESSION

- Participate in debrief
- Share observations
- Complete documentation
- Assist with follow-up if needed

2 ACTIVE LISTENING



*LISTEN TO UNDERSTAND,
NOT TO RESPOND.*

HELPFUL RESPONSES

- ♥ Thank you for sharing that.
- ♥ That sounds incredibly difficult.
- ♥ I appreciate you trusting us with your story.
- ♥ I'm glad you're here.
- ♥ You're not alone.
- ♥ Thank you for being honest.

AVOID SAYING

- ✗ Everything happens for a reason.
- ✗ Stay positive.
- ✗ At least...
- ✗ You should...
- ✗ Here's what I would do...
- ✗ Have you tried...

3 RED FLAGS & WHEN TO ALERT



EMOTIONAL CONCERNS

- Appears overwhelmed
- Crying uncontrollably
- Withdraws suddenly
- Appears distressed

BEHAVIORAL CONCERNS

- Becomes disruptive
- Gives medical advice
- Attacks another participant
- Violates community agreements

SAFETY CONCERNS

- Mentions self-harm
- Mentions suicide
- Threatens harm to others



**WHEN IN DOUBT,
ALERT THE FACILITATOR.**
Never handle it alone.

4 CHAT SUPPORT GUIDELINES



APPROPRIATE RESPONSES



"I've been struggling this week."

"Thank you for sharing that. We're glad you're here with us tonight."



"This treatment has been really hard."

"Thank you for trusting us with that experience."

NEVER USE CHAT TO

- ✗ Give medical advice
- ✗ Recommend medications
- ✗ Diagnose concerns
- ✗ Offer treatment recommendations
- ✗ Argue with participants

5 BOUNDARIES



You are not responsible for saving anyone.

You are responsible for supporting them.

- Avoid becoming a counselor
- Don't promise outcomes
- Don't take on others' healing
- Don't share personal contact information without approval
- Provide support only within your role

6 CONFIDENTIALITY



What is shared in Anchor stays in Anchor.

CONFIDENTIAL INFORMATION INCLUDES:

- ♥ Names
- ♥ Diagnoses
- ♥ Medical information
- ♥ Personal stories
- ♥ Family situations
- ♥ Contact information

EXCEPTIONS: Safety concerns requiring escalation or incident reporting.

7 COMMUNITY AGREEMENTS



- ♥ Respect all lived experiences
- ♥ Speak with kindness
- ♥ Avoid judgment
- ♥ Avoid unsolicited medical advice
- ♥ Maintain confidentiality
- ♥ Allow space for all voices
- ♥ Honor diverse experiences and beliefs

8 ESCALATION PROCEDURE

- 1 Notify the Lead Facilitator immediately.
- 2 Allow the Facilitator to determine next steps.
- 3 Assist as directed.
- 4 Document concerns if requested.

GOLDEN RULE: WHEN IN DOUBT, ESCALATE.

9 SELF-CARE FOR YOU

Supporting others can be emotionally demanding.

You cannot pour from an empty cup.



Take breaks when needed



Participate in debriefing



Maintain healthy boundaries



Ask for support



Step back when emotionally overwhelmed

SUPPORT TEAM COMMITMENT

As a member of the Anchor Support Team, I commit to:

- ✓ Protecting participant confidentiality
- ✓ Supporting emotional safety
- ✓ Respecting community agreements
- ✓ Operating within the scope of peer support
- ✓ Escalating concerns appropriately
- ✓ Representing Black Girls Fighting Cancer with compassion, professionalism, and integrity

*Together,
we help ensure
that no one has
to navigate
cancer alone.*



YOUR PRESENCE CREATES SAFETY. YOUR SUPPORT CREATES HEALING. THANK YOU.

