Updates to the LFA Support Group Facilitator Manual
Goals for Updating the Manual

- Provide training that reflects the current needs of the lupus patient population as well as trends in support group facilitating.
- Improve the flow of topics and presentation of information.
- Create a positive support group experience for facilitator and members.
Building Upon the Information & Referral Guide Series

The LFA Support Group Facilitator Manual

This manual is intended to educate, inform, and prepare support group facilitators to effectively and successfully run an LFA support group.

Introduction
Update Process

✓ **1st Review** - Update of content, flow of manual, added resources
  • Sharon Mack, Education & Research and Network Development departments

✓ **2nd Review** – Feedback of changes from the chapter perspective
  • DC/MD/VA Chapter, Georgia Chapter, Kansas Chapter, Mid-South Chapter, Philadelphia Tri-State, Piedmont Chapter
  • Members of Patient Education Committee

✓ **3rd Review** - Outside Editor

✓ **4th Review** – Cindy Coney, LFA Board Chair
# Section 1: Introduction

## Key Content
- About the Lupus Foundation of America, Inc.
- LFA Support Group Philosophy

## Updates
- Made reference to LFA Support Group Policies and Guidelines in this section to give them greater visibility and emphasis.
# Section 2: The Support Group Facilitator

## Key Content
- LFA Support Group Facilitator Criteria
- An Effective Facilitator

## Updates
- Made the criteria for becoming a facilitator more clear for prospective facilitators.
- Added facilitator qualities and responsibilities.
- Re-organized and elaborated on facilitator skills that are critical to an effective support group.
## Section 3: How-To Topics

<table>
<thead>
<tr>
<th>Key Content</th>
<th>Updates</th>
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<tbody>
<tr>
<td>▪ Planning and organizing a support group</td>
<td>▪ Re-organized the flow of the information.</td>
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<tr>
<td>▪ The support group meeting</td>
<td>▪ Provided more instruction about the how, when, and where of promoting and running lupus support groups.</td>
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<tr>
<td>▪ Meeting the challenge</td>
<td>▪ Added more content describing a well organized and well run lupus support group and provided reasons why members may stop attending.</td>
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Quick Reference Index

This Quick Reference Index identifies some helpful reminders about best practices in facilitating an LFA Support Group. New LFA support group facilitators may find this quick reference index particularly helpful.

Confidentiality........................................................................................................ 32, 34, 43
Considerations ........................................................................................................ 20, 22, 32
Evaluation ............................................................................................................... 12, 41, 43, 45
Ground Rules......................................................................................................... 24, 34, 35
Group Meeting Structure..................................................................................... 33, 35, 43
Helpful Tips .......................................................................................................... 27, 37
Timeline.................................................................................................................. 27, 31
### Appendix: Policies & Guidelines

#### Policy Updates
- Clarified process for becoming a facilitator.
- Greater emphasis on privacy & confidentiality.
- Prior approval of expenditures
- Quarterly Activity Reporting
- Use of promotional materials

#### Guideline Updates
- Strategically choosing when to create new support groups
- Choosing the right facilitator
- How to utilize evaluations
- Terminating a group
- Speaker and topic selection
- Language on fundraising and social media promotion
Appendix: Forms

LFA Support Group Forms
- Facilitator Application
- Facilitator Agreement
- Meeting Planner
- Guest Speaker Request Form
- New Member Registration Form
- Meeting Sign-In Sheet
- Meeting Report
- Assessment Form
- Facilitator Evaluation Form

Improvements
- Asks new questions to identify key skills and qualities desired in a facilitator.
- Clearer distinction between facilitator and Chapter responsibilities
- More formal planning, tracking and reporting forms to enhance dialogue between Chapters and facilitators.
Appendix: Templates

Calendar Notice - Flyer - Postcard - Print Ad
All available for download on MyLFA
www.lupus.org/mylfa
Receiving the Manual

- One hard copy per chapter
- Find on MyLFA (www.lupus.org/mylfa)
  - Manual, Appendix: Tools & Forms, FAQ, PowerPoint
Recommendations for Network Rollout

- Hold a meeting with current facilitators within the next 90 days. Hand out updated manuals, go over changes, each SG leader signs new facilitator agreement.

- All upcoming trainings for new facilitators should use the new manual.

- Contact your chapter field director with questions about the manual, facilitator trainings, etc. Field directors will notify you of upcoming National support group teleconferences and trainings.
Questions?