

Having these rules will encourage a trusting relationship with coffee group members. GRSNNZ coffee groups are designed to offer moral and practical support. Please remember group Convenors are volunteers and not trained. Convenors are parents who have experience living with an Infant with Gastric Reflux.

### **Coffee/Support Group rules**

- Our groups are a place where parents can socialise without fear of their infants gastric reflux/screaming/puking etc being judged because everyone understands.
- Try to avoid pity parties. It is important that attending the group makes parents feel better not worse.
- Coffee group is for sharing experiences and not for giving advice especially on medications. You or the member can phone the 0800 free calling line to ask any question that are more technical. Our goal is to keep the information given to parents consistent, safe and accurate throughout NZ.
- Accept without making judgements
- Confidentiality: what is said in the group stays in the group. Every family attending the group needs to complete a membership and confidentiality form.
- Try not to talk about group members when they are not in attendance.
- Share the responsibility of making the group work. Sometimes offering to have the group at your house or phone/email members to help the Convenor out.
- It may be a good idea for those members who no longer need a coffee group to either become a support parent or coffee group Convenor themselves.
- Please feel free to print fact sheets off our website to hand out to parents. (We can email you a PDF which is easier to print.)
- Please ensure that any information that is not directly from GRSNNZ that you wish to give to group members is OK'd by GRSNNZ beforehand.
- If a Convenor or member has concern about a member's behaviour please contact GRSNNZ straight away. Any problem will be dealt with confidentially and quickly.
- The Convenor may discuss any concerns or ask for help from GRSNNZ staff as we are all bound under a confidentiality agreement which you also agreed to when you join GRSNNZ. All staff and volunteer Convenors must have completed the agreement.

GRSNNZ Board of Trustees  
National Coordinator (Jennifer)  
Regional Coordinator South Island (Roz)