

DBSA ONLINE SUPPORT GROUP SECURITY STATEMENT

Support Groups Central Security Update

from Vincent F Caimano, PhD, CEO of Support Groups Central, Inc. dba Peer Support Solutions

On June 22, SupportGroupsCentral.com experienced the first attack on a support group meeting since its inception in 2009. While we have had previous unsuccessful attempts to attack our site, we have never had the kind of rude, hateful, planned meeting attack like the one that occurred on the 22nd.

Our team at Support Groups Central (SGC) is very proud of our record of partnership with mental health organizations such as the Depression and Bipolar Support Alliance, providing online support groups that give people living with depression and bipolar disorder a safe, welcoming place to share experiences, discuss coping skills, and offer each other hope. Our collective efforts have brought recognition as the “best” online support group services by Psych Central, Self, Medical News Today, Healthline and Good Housekeeping. We are committed to meeting the urgent need for online support now and into the future.

To keep that commitment and to assure our online support group participants and facilitators, SGC is announcing the immediate implementation of the following enhanced security measures:

- Every participant in an online support group will be sent to a waiting room until the facilitator is set and ready to start the meeting
- Facilitators will have increased abilities to manage several Zoom features of the meetings and improve their ability to handle problems should they occur
- All facilitators, whether hired by PSS or DBSA, will receive increased training on how to use the SGC platform and communications system and stay up to date on its functionality

As I stated earlier, our goal is to maintain a high level of service to our customers and the many people they help. To read a more detailed explanation of our enhanced measures, [please click here](#).