* **PSP/GPSA Notification for New Peer Chat Initiation:**
  + **Trigger**: When a peer initiates a new support chat.
  + **Message**: “Peer Support Chat initiated by a peer: PD/FD/EMS - (reason)” or “General”
* **All Users Receiving a Message Back in Open Chat**:
  + **Trigger**: When a new message is received in an open chat.
  + **Message**: “Received a new Peer Support message.”
* **PSP/GPSA Notification for Scheduled Chat – Scheduled Time Confirmation:**
  + **Trigger**: When a peer schedules a chat for a future date and time.
  + **Message**: “A peer has scheduled a chat for [date and time]. Please confirm availability.”
* **PSP/GPSA Reminder for Scheduled Chat:**
  + **Trigger**: Sent to the PSP/GPSA team both 24 hours, and 15 minutes before the scheduled chat.
  + **Message**: “Reminder: Scheduled chat with a peer on [date and time]. Please confirm your availability.”
* **Peer Reminder for Scheduled Chat:**
  + **Trigger**: Sent to the peer both 24 hours, and 15 minutes before the scheduled chat.
  + **Message**: “Your scheduled Peer Support chat with [PSP/GPSA] is in 24 hours/15 minutes.”
* **Missed Scheduled Chat Notification for PSP/GPSA:**
  + **Trigger**: If the PSP/GPSA or peer does not attend the scheduled chat within 5 minutes of start time.
  + **Message**: “It appears the scheduled chat with a peer from [PD/FD/EMS] was missed. Would you like to reschedule?”
* **Peer Support Chat Reschedule Notification for PSP/GPSA:**
  + **Trigger**: If the peer reschedules a chat, notify the PSP/GPSA immediately.
  + **Message**: “Peer has rescheduled their chat to [new time and date]. Please confirm availability.”
* **System-Wide Notification for Downtime or Updates:**
  + **Trigger**: If the app undergoes maintenance or updates that could affect service.
  + **Message**: “Connect & Protect will be undergoing maintenance from [time] to [time]. Chat services may be unavailable during this period.”