
Peer Support Code of Conduct

Effective Date: 04/01/2026

Applies to: All Peer Supporters on the Psychi Platform

1. Purpose

This Code of Conduct outlines the ethical, emotional, and practical standards all Peer Supporters are expected to uphold. It ensures that every user feels heard, safe, and supported in a non-clinical, peer-to-peer environment.

2. Core Principles

As a Peer Supporter, you agree to embody the following principles at all times:

- Kindness

Treat all peers with warmth, patience, and compassion, regardless of background, identity, beliefs, or emotional state.

- Empathy

Listen to understand, not to fix. Validate emotions and experiences. Use reflective listening, not advice-giving.

- Professionalism

Maintain appropriate boundaries and respect the purpose of the platform:

- Do not initiate off-platform communication
- Avoid disclosing excessive personal details
- Refrain from judgmental or directive statements

- Respect & Confidentiality

- Do not share or discuss any identifying information from sessions with anyone outside the platform
 - Do not save or record sessions unless explicitly permitted by the platform
 - Maintain neutrality and openness across all conversations
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3. Session Guidelines

- Let the peer lead the conversation, but help guide toward calm and clarity
 - Use techniques from your training (CBT, mindfulness, validation, etc.)
 - Do not interpret, diagnose, or offer therapeutic solutions
 - Focus on presence and support, not solutions
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4. Crisis & Safety Responsibilities

You are **not a crisis responder**, but you are responsible for identifying when escalation is necessary.

You agree to:

- Immediately flag and escalate any signs of imminent risk (e.g., mentions of suicide, harm to self/others, abuse)
- Gently encourage professional or emergency help if someone appears highly distressed or disoriented
- Follow the referral and escalation protocol provided in your training

Sample phrases:

“It sounds like you’re going through something really overwhelming. I want to make sure you’re safe—have you thought about talking to a crisis line or mental health professional?”

5. Prohibited Behavior

The following actions may result in suspension or permanent removal from the platform:

- Giving advice or opinions that could be misinterpreted as clinical
- Making medical, psychological, or legal recommendations
- Engaging in romantic or inappropriate personal conversation

- Disrespecting, interrupting, or invalidating a peer
 - Disregarding crisis protocol or ignoring safety red flags
 - Misrepresenting your credentials or training
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6. Training & Accountability

All supporters must:

- Complete the Psychi peer training modules before offering sessions
 - Review platform updates and refresh training as needed
 - Cooperate with moderation staff in the event of any report or investigation
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7. Affirmation of Commitment

By agreeing to this Code of Conduct, you acknowledge that your role is to:

- Create safe, supportive, and judgment-free space
 - Act ethically and within scope
 - Prioritize user well-being above all else
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Contact for Concerns or Questions

If you're unsure how to respond to a situation, contact the Psychi moderation team immediately at:

 psychiapp@outlook.com