

# **Social Story:**

## **Understanding the role of a Livewire Online Facilitator**



# Who Are Livewire Online Facilitators?

Livewire Online facilitators are the people who help make Livewire a safe, friendly, and fun place to be. They are there to welcome members, join in conversations, support activities, and help create a positive community.



(Illustration: A friendly group of Livewire facilitators on computer screens, smiling and waving)

# What Facilitators Do

The facilitator's job is to help people feel included, connected, and supported while they are online. They might chat with members, help with activities, answer questions, or help keep the space kind and safe.



(Illustration: A facilitator using chat, reacting with emojis, and helping in an online activity)

# Facilitators Are Not Always Online

When facilitators sign on to Livewire Online, they are starting their shift.

Facilitators are not online all the time. A facilitator may only be online once a week, or sometimes once a month. Different facilitators are online at different times.

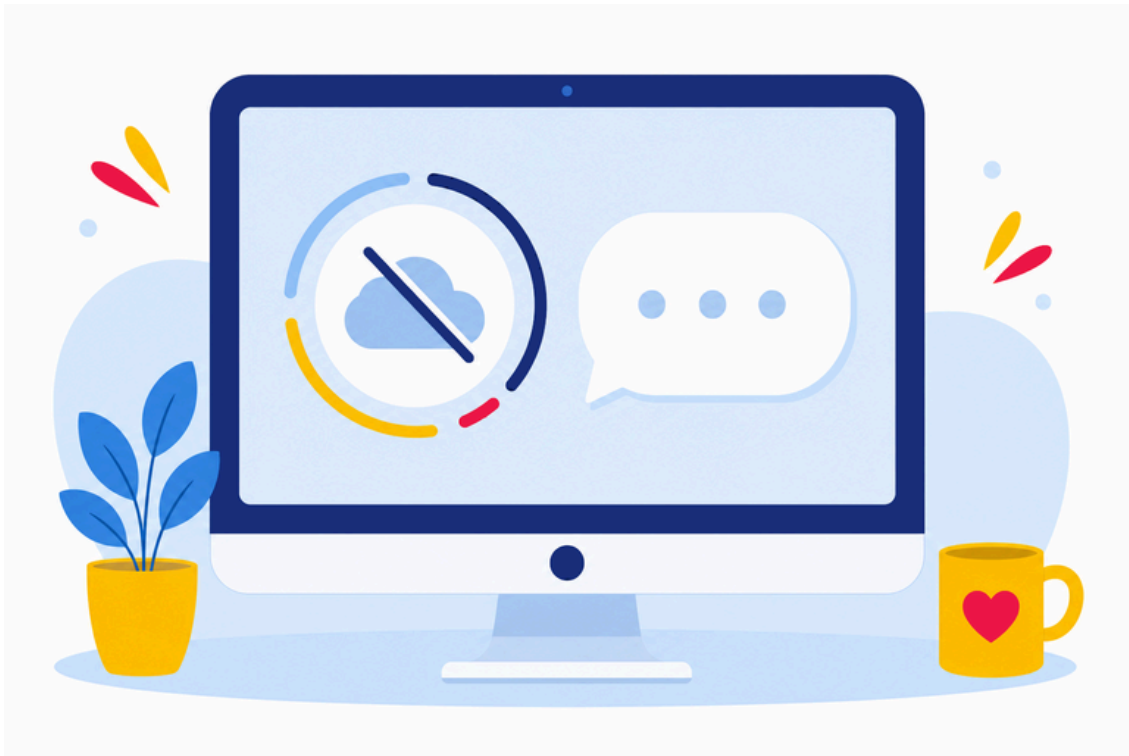
When a facilitator says goodbye and signs off, it means they are no longer working.



(Illustration: A calendar with a few marked dates and different facilitator icons on different days)

## When Facilitators Are Offline

When a facilitator is not online, it means they are not available to chat with. This means they are not checking messages, replying to chats, or taking requests until the next time they are online.



(Illustration: A computer screen with an "offline" symbol and a quiet chat bubble)

## Messages Can Take Time

If I send a message when a facilitator is offline, I might need to wait for a reply. Facilitators do not check messages when they are offline. Sending more messages or asking the same question again will not make a reply come sooner.



(Illustration: A chat message with a small clock icon and a waiting symbol)

# Facilitators Need Time Offline Too

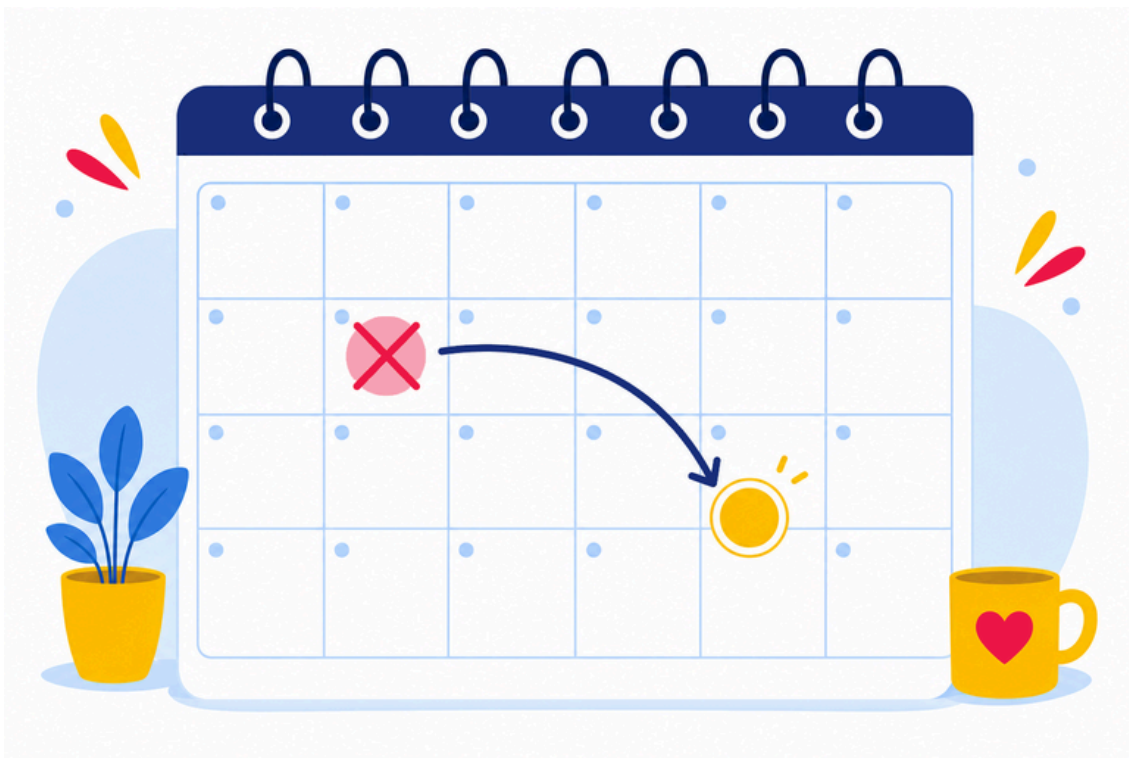
Just like school, work, or study, it is important for people to have time away when they are not working. Time offline helps people rest, recharge, and look after themselves. This is a healthy part of having good boundaries.



(Illustration: Split image showing "online time" at a computer and "offline time" relaxing, reading, or having a cup of tea)

# Sometimes the Schedule Changes

Sometimes facilitators may not be online when I expect them to be. Rosters can change, and facilitators might be away for longer than I thought. This can happen sometimes, and that is okay.



(Illustration: A calendar with one date crossed out and another moved, with a gentle "plans change" feel)

# I Might Not Know Who Is Online Next

Sometimes I might want to know when a facilitator will be online again. Often, that information is not available to share.

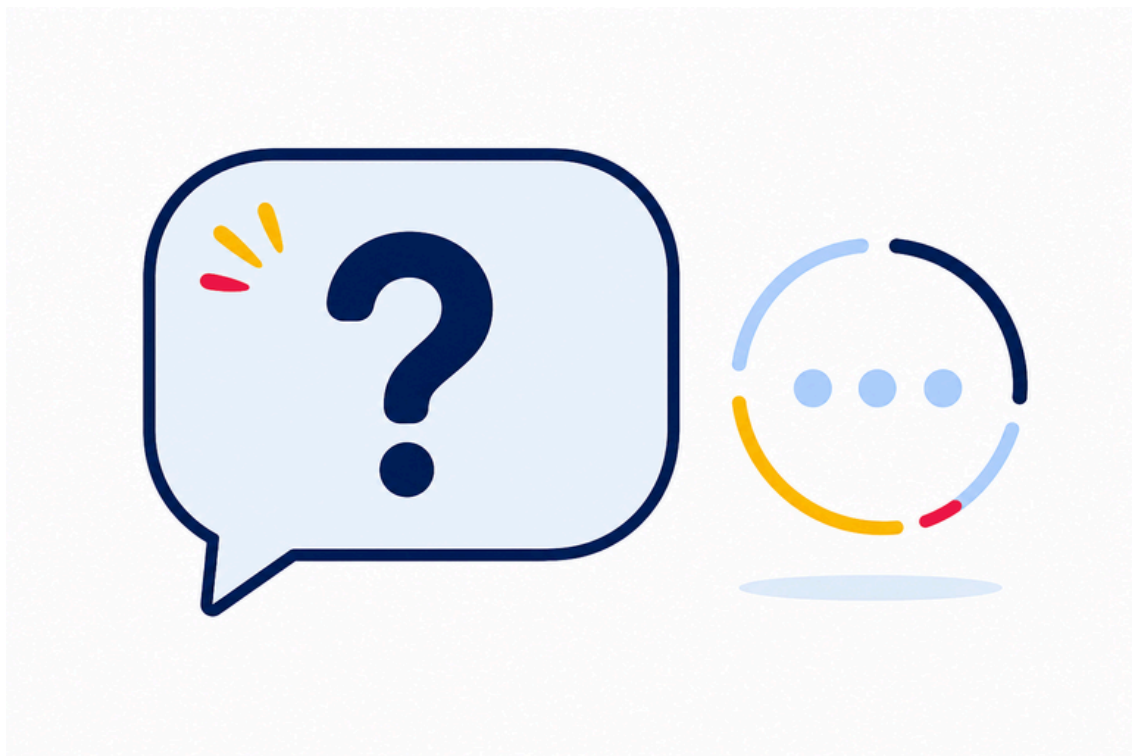
Sometimes the plan is not final yet, and sometimes it may change.



(Illustration: A calendar with a question mark and a soft "not confirmed yet" symbol)

## I Can Wait for the Answer

If I have already asked when a facilitator might be online, I can try to wait for the answer. Asking again later will not change the answer or make the facilitator come online sooner.



(Illustration: A speech bubble with the same question once, then a calm pause or waiting symbol)

# I Can Focus on Who Is Here Now

Sometimes I might miss a facilitator or look forward to seeing them online. That is okay. I can remember that Livewire Online is cared for by a whole team, and I can talk to the facilitator who is online now.



(Illustration: A young person happily joining an activity with whoever is online, with several friendly facilitator faces nearby)

# Any Facilitator Can Help Me

All facilitators are there to help. I do not need a specific facilitator for most things, because any facilitator can help with questions, requests, and support on Livewire Online.



(Illustration: Several facilitators standing in a row with equal signs, ticks, or matching helping hands)

# Facilitators Cannot Share Private Information

Facilitators cannot give out private information about other facilitators. This includes things like when another facilitator will be online next, where they are, or other personal details. This helps keep everyone safe and respected.



(Illustration: A speech bubble with a calendar inside it, and a gentle padlock symbol)

# What Facilitators Are Not

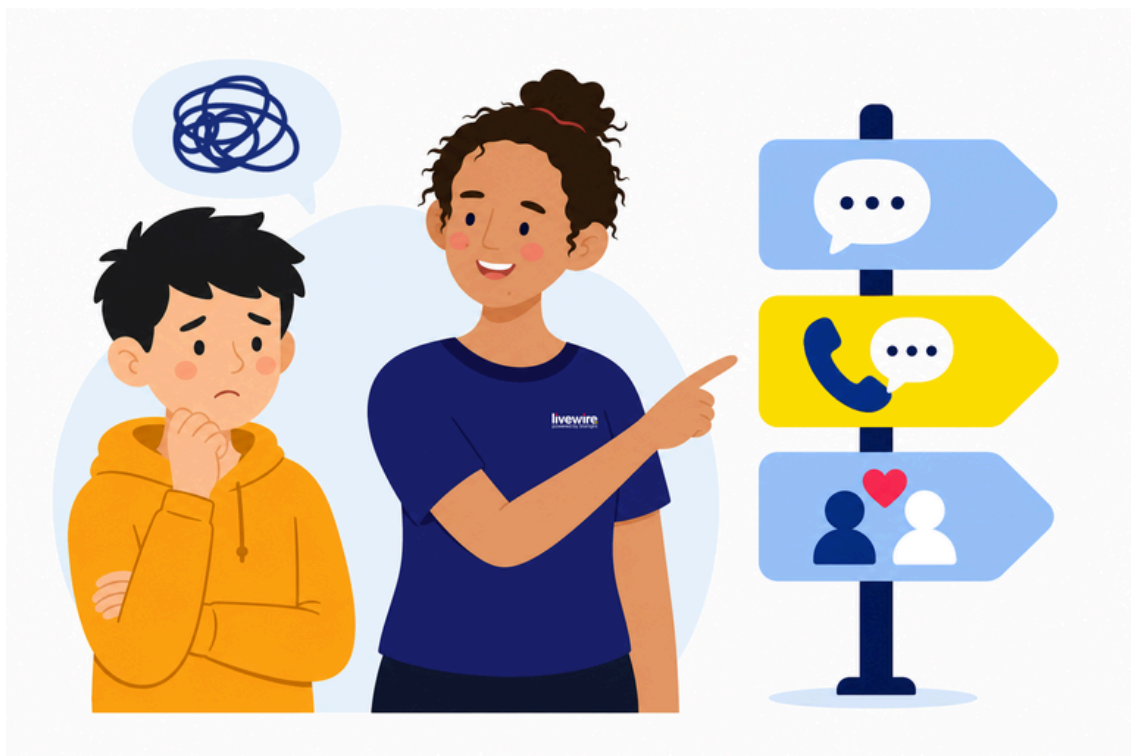
Facilitators are not counsellors, psychologists, occupational therapists, or doctors. Their role is to help create a positive space where members can connect, have fun, and enjoy a distraction from hard things.



(Illustration: A cheerful online activity on one side, with icons like chat, games, art, and music, and a separate "not this role" panel with crossed-out clinician symbols)

# Big Feelings Need the Right Kind of Help

Sometimes people have very big feelings or need extra support. When that happens, facilitators may help guide them to the right kind of support. This is because big feelings deserve the right help from the right people.



(Illustration: A young person with a worried expression, with a facilitator gently pointing toward support options shown as calm icons or signposts)

# Livewire Online Is a Team Space

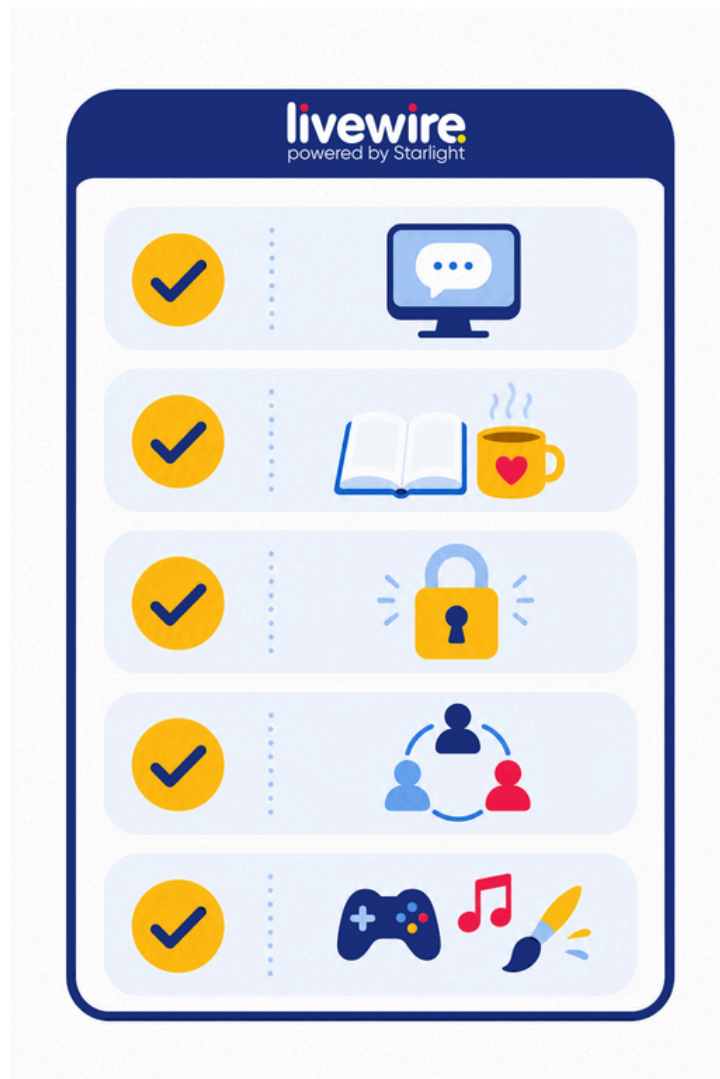
Livewire Online is not about one person. It is a shared community with lots of different facilitators and members. Every facilitator helps make the space welcoming, and every member can be part of the community.



(Illustration: A collage of many faces on screens forming one big community)

# I Can Enjoy Livewire Online with the Whole Community

I can enjoy spending time on Livewire Online with lots of different people. I can join activities, talk to whoever is online, and remember that the whole community is there to help make it a good place to be.



(Illustration: A checklist with simple icons for online, offline, privacy, teamwork, and fun)

# What I Can Remember

I can remember:

- Facilitators are not online all the time
- Facilitators do not check messages when they are offline
- Schedules can change
- Any facilitator can help me
- Facilitators keep private information private
- Facilitators are here to help make Livewire fun, safe, and welcoming



(Illustration: A young person happily joining a Livewire screen with multiple facilitators and members)

## End of Story

This social story helps me understand the role of Livewire Online facilitators. It reminds me that facilitators are part of a team, are only available when they are online, and are there to help make Livewire a safe and enjoyable place to be.



(Illustration: A cheerful Livewire-style community scene with screens, stars, and smiling faces)