



HealAll

Help, in any way possible.

A volunteer-driven mutual aid community connecting people who need help with people who can offer time, skills, and support.

India-first (Phase 1) • Invite-only beta

Founder & Head Admin: **Anupam**

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HealAll at a glance

Our promise: We connect people who need help with volunteers who can offer their time, skills, and support - safely, respectfully, and transparently.

Important: HealAll is not a charity/NGO and we do not handle donations. Any personal financial support is outside HealAll and always voluntary.

What HealAll is

- A community where people help people - with time, skills, guidance, and presence.
- A coordination layer: we organize requests, verification, and safe communication.
- A trust-first network with clear boundaries and a zero-tolerance fraud policy.

What HealAll is not

- Not a fundraising platform and not a place to pressure anyone for money.
- Not an emergency service, hospital, police, or rescue authority.
- Not professional medical or legal advice - we share peer guidance and resources, and we escalate when needed.

Contents

- Our story
- What we do (and how you can help)
- How it works (requests to resolution)
- Verification, trust & safety
- Money clarity: what is allowed and what is not
- Safety guidelines (in-person + online) and crisis protocol
- Member guidelines, conflict resolution, and recognition
- FAQs and how to join

Our story

HealAll started with a simple, personal gap: **the desire to help**, and the frustration of not knowing where to find genuine people in need - or how to confirm a request is real.

So we built a small community first (Instagram + WhatsApp), and we are now shaping it into a structured, safer platform.

"A few weeks ago, I had a simple thought - what if we just helped people, in any way possible? That thought became HealAll. This is not an organization or a donation drive. All that matters here is your time and effort. There's no pressure, no hierarchy, and no expectations. You participate only when and how you can."

Vision

A world where asking for help feels safe, and offering help feels simple - without turning compassion into transactions.

Phase 1 is India-first. If the model proves safe and sustainable, HealAll may expand internationally later.

Core philosophy

- **No pressure:** help only within your capacity. Your life comes first - do not hinder your studies, work, or health to help others.
- **Human-first:** sometimes people don't need solutions - they need someone to listen, guide, or just be there.
- **Trust matters:** verification and safety are not optional. They are the foundation.

What we do

HealAll is designed for **all kinds of help** - the kind you can offer with your time, skills, and effort. We also allow new categories when a community need shows up.

Top help categories (Phase 1)

- **Emotional support:** listening, check-ins, safe conversations, helping someone feel less alone (helpers are not therapists).
- **Mentorship & guidance:** academics, career direction, interview prep, portfolio feedback, life skills.
- **Skill-sharing:** resume review, design help, coding guidance, language practice, study sessions.
- **Navigation support:** hospital process guidance, form filling, connecting to government schemes/resources, finding local services.
- **On-ground help (city-level):** accompaniment to appointments, pickups/drops, delivering essentials - with strict safety rules.

HealAll Heroes (urgent support)

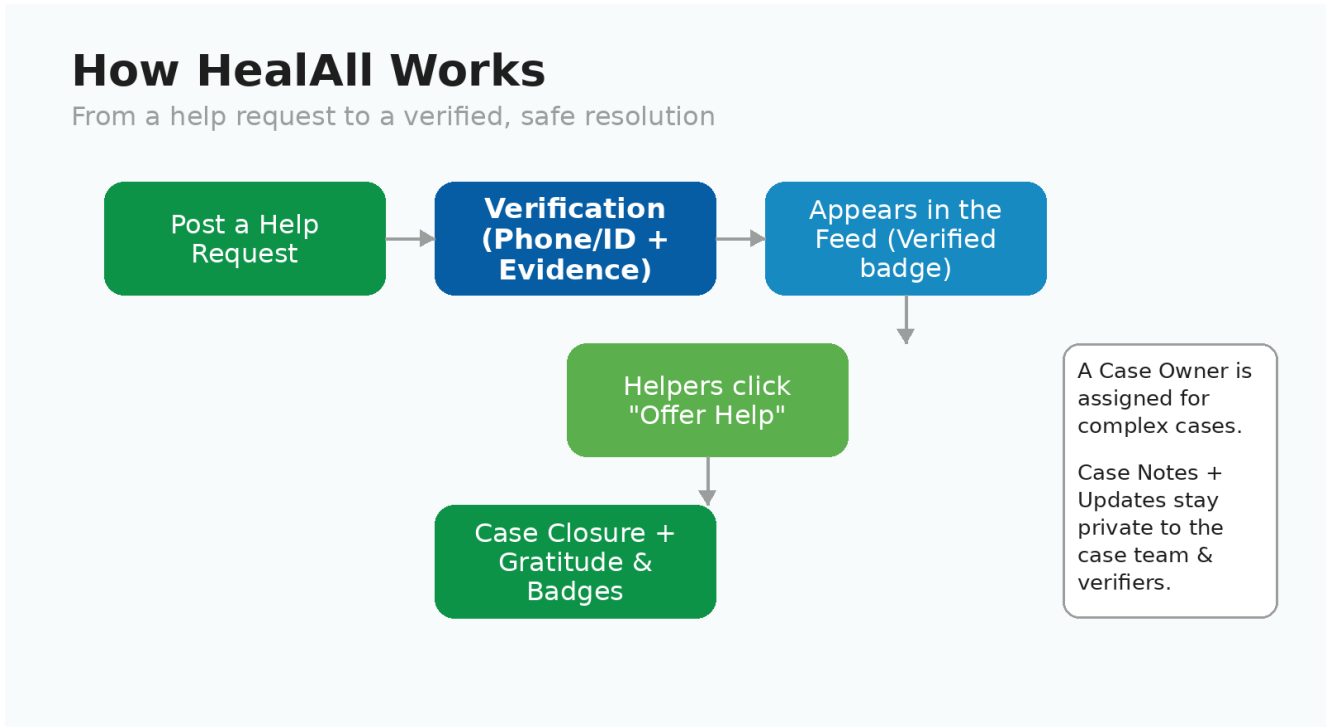
For time-sensitive situations, we may activate a fast-response channel called **HealAll Heroes**.

- Examples: arranging blood donors, helping someone reach the right emergency number, coordinating a safe public meetup for urgent logistics, or guiding someone to the nearest verified service.
- **Important:** HealAll Heroes is **not** a replacement for emergency services. In immediate danger, call your local emergency number first (India: 112).
- Heroes follow stricter checks, clear escalation steps, and a 'safety-first' code of conduct.

Remember: You decide *how* you help. You can say no at any time. The goal is consistent, safe support - not burnout.

How it works

HealAll is 'Instagram-like' in discovery (a feed of verified requests), but 'case-based' in execution (a request becomes a tracked case until closure).



For people seeking help

- **Sign up (invite-only):** create a profile, share basics (phone, email, city, age range).
- **Post your request:** what you need, urgency, and how you'd like to be contacted.
- **Verification:** a Case Verifier confirms identity + request (call, documents, references).
- **Get matched:** volunteers see your request and click *Offer Help*.
- **Work the case:** a Case Owner may coordinate. Updates remain private to the case team.
- **Closure:** once help is delivered, the case is closed with verification + gratitude.

For volunteers/helpers

- **Set your helper profile:** skills, availability, and boundaries.
- **Browse the feed:** discover verified requests relevant to you.
- **Offer Help:** ask clarifying questions in comments first (safer).
- **Move to DM with consent:** share minimum info, avoid pressure tactics.
- **Help + evidence:** share proof of support privately with the verifier (never share sensitive IDs publicly).
- **Recognition:** earn badges for verified support and see your impact over time.

Trust & safety

Mutual aid only works when people feel safe. HealAll uses a layered approach: **identity verification, case verification, moderation, and privacy-first design.**

Eligibility & identity rules

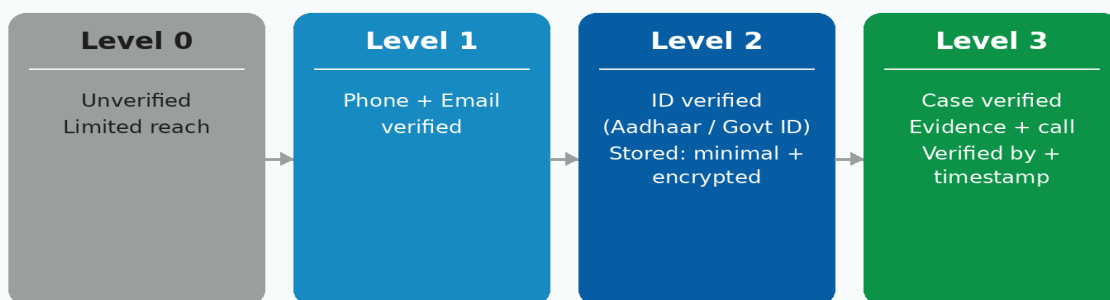
- **No anonymous posting:** help-seekers must use their real identity (verified).
- **Helpers must be 18+.** Help-seekers can be any legal age; for minors, we apply extra safeguards (guardian presence for mentoring).
- **Invite-only onboarding:** we grow slowly to protect quality and safety.
- **ID verification:** government ID (Aadhaar or equivalent) is used for verification. We avoid storing unnecessary details.

Roles that protect the community

- **Head Admin:** Anupam. Final authority on safety, bans, and verifier assignments.
- **Admins & Moderators:** maintain decorum, handle reports, and manage community rules.
- **Case Verifiers (tag-controlled):** trusted volunteers who verify identity + cases, add evidence/remarks, and timestamp verification.
- **Case Owners:** volunteer leads who coordinate complex cases and keep updates moving.

Verification Levels

We verify identity and we verify the request - with minimal data storage.



Note: Verification is performed by trusted Case Verifiers assigned by the Head Admin. Documents are deleted after verification (retention limited).

Data minimization (privacy)

- We collect only what is needed to keep the community safe.
- ID documents are used only for verification and then deleted (retention limited).
- Sensitive access is restricted to assigned verifiers/admins. Logs are maintained for accountability, and users can request deletion subject to safety/legal requirements.

Money clarity (read this once, then relax)

HealAll exists because we believe time and care are powerful. Money can be part of a situation - but the platform must stay trust-first and pressure-free.

What HealAll will NEVER do

- We will never ask you to donate to HealAll.
- We will not run donation drives inside the platform.
- We will not hold or distribute funds on behalf of others (no HealAll wallet/bank account in Phase 1).
- We do not allow solicitation, guilt-tripping, or repeated money-pinging in posts or DMs.

What is allowed (strictly voluntary, outside HealAll)

- A verified help request may include the person's contact details so helpers can coordinate directly (WhatsApp/social handle).
- If a working member chooses to support financially, they may do so **directly** to the person in need - outside HealAll.
- No one is ever expected to contribute money. Students are **not** expected to contribute financially.
- Evidence of support can be shared privately with a Case Verifier for accountability.
- **Transparency:** verifiers may log that help happened (and the type of help). If an amount is shared, it remains admin-only and is never published publicly.

Anti-fraud rule: Any attempt to scam, mislead, or pressure members will result in immediate suspension and may be reported to authorities.

Contribution guidelines (by member type)

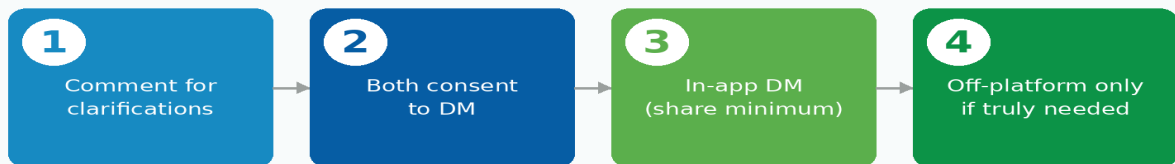
Member type	Financial contribution	Time/skill contribution
Students (High school / Undergraduate)	Prohibited / not expected	Encouraged within academic schedule
College students	Optional but discouraged	Encouraged based on availability
Working professionals	Optional, voluntary only (outside HealAll)	Encouraged based on availability

Safety guidelines (online + in-person)

We allow in-person help, but safety is non-negotiable. We also keep messaging safe by design.

Safe Messaging (Recommended)

Start public, move private only with consent, and keep pressure off.



Tip: Never share Aadhaar numbers, passwords, OTPs, or exact home address in DMs.

In-person help rules (must follow)

- Prefer public places. Avoid isolated locations.
- Use a buddy system for first-time meetups. Share your plan with a trusted friend/family member.
- Do not share exact home address unless absolutely necessary (and only after trust is established).
- No one should handle cash on behalf of someone else. Keep financial help direct and optional.
- If anything feels off, stop immediately and report to admins.

NOTE (humble request): Please don't hinder your own life while helping others. Help is voluntary, not an obligation.

Crisis & high-risk protocol

- If a post suggests immediate danger (self-harm intent, violence, abuse, medical emergency), we **redirect to emergency services** first.
- Admins/verifiers can temporarily hide a post while checking safety and authenticity.
- For minors: mentoring happens online or with a guardian present. Any unsafe request involving minors is removed.
- We keep a clear escalation path: report -> moderation review -> suspension/ban -> authorities when necessary.

Community guidelines

HealAll works only when people treat each other with respect and humility.

Humble requests to members

- Be kind. Assume good intent - but report red flags.
- Respect confidentiality. Do not screenshot or share sensitive cases outside HealAll.
- Communicate clearly. Ask questions without blaming.
- Respect boundaries. 'No' is a complete sentence.
- Celebrate small wins - every real help counts.

Conflict resolution

- Step 1: Ask for clarification respectfully (many conflicts are misunderstandings).
- Step 2: If unresolved, request admin mediation.
- Step 3: Admin decision is final for group safety.
- Abuse, harassment, or fraud attempts lead to immediate suspension.

Recognition & gratitude loops

- Case closure is encouraged - it prevents burnout and builds trust.
- Verified helpers can earn impact badges (e.g., '5 cases supported').
- A 'Gratitude Wall' highlights anonymized wins (with consent).

FAQs

Do I need to donate money to join?

No. HealAll never asks you to donate. Any financial help is personal, optional, and outside HealAll.

How much time do I need to commit?

Whatever you can offer. Even 10 minutes of guidance can matter.

How do you prevent fraud?

Invite-only onboarding, identity checks, case verification (evidence + calls), and a strong report/moderation system.

Can students participate?

Yes. Helpers must be 18+. Students are encouraged to help with time/skills - not money.

Can I seek help for someone else?

Yes. You can post on behalf of someone else, but the case still goes through verification.

Can I meet someone in person?

Yes, if the case requires it - follow the in-person safety rules and keep admins informed for higher-risk cases.

Join HealAll (invite-only beta)

Right now, HealAll is invite-only while we build trust, workflows, and safety systems.

- Request an invite from an existing member or admin.
- Complete onboarding (phone, email, city, age, skills/availability, ID verification).
- Start by supporting one small case - and grow from there.

Contact: Reach out to the admins via the existing Instagram/WhatsApp community. A dedicated website with announcements and verified case feed is part of Phase 1.

Thank you for being the kind of person who shows up.