

General Guidelines

Purpose

The Forum is a SANE Service. Its primary function is to provide a space where support is given and received mutually between members.

Important - membership and personal responsibility

Membership requires you to be willing and able to engage with others in the spirit of mutual support.

You are expected to take *personal responsibility* for your participation in this community, accepting and applying the guidelines and ground rules provided.

Guidelines and ground rules

The guidelines and ground rules are built around the expectation that members take personal responsibility for their presence and contributions in the community.

They outline the practicalities of personal responsibility, including tools to enable you to manage your contributions and responses to the difficult interactions or other challenges that arise as part of any group or community interaction.

The role of moderation

The role of moderation is to ensure the wellbeing of the community as a whole, through supporting the objective of facilitating mutual support.

The moderation role also includes taking an overview of interactions, acting as necessary when members do not appear willing or able to take the personal responsibility expected.

NB: Please **accept and apply all ground rules and guidelines** if you wish to be a member of this Forum. If, at any point you are unable or do not wish to accept and apply the ground rules or guidelines, please *refrain from using the Forum*.

Please **accept and respect** the actions of the moderating team. Moderation actions are guided by the expectation that members agree to the principle of taking personal responsibility for their contributions and presence on the Forum.

SANE, St Mark's Studios, 14 Chillingworth Road, Islington, London, N7 8QJ **T:** 020 3805 1790

W: <http://www.sane.org.uk>

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Personal protection

Identifying details – do **NOT** post any personal identifying or contact details as this is an open access site. **The moderating team reserve the right to remove such content.**

Sharing personal details – consider carefully any decision to share *any* personal details in any way with other member/s.

Meeting other member/s – consider seriously any plans to meet other member/s. It is **YOUR** responsibility. If meeting, ensure sensible precautions are taken, eg let someone else know about arrangements, meet in a public place, arrange a limited meeting, ensure that someone meets or contacts you at the end of the meeting.

Privacy of others – do **NOT** post other people's personal details, including photos. **Such material will be removed by the moderating team.**

Accounts

Use one account / identity only in the community. **The moderating team will take action to address any breach of this guideline.**

Do **NOT** allow others to use your username/log-in or password.

Membership

Ending membership - if you wish to end your membership, **please contact the moderating team at supportforum@sane.org.uk**. Your account will be deactivated after 5 working days. This gives you a chance to re-consider your request should you wish to do so. Posts will be retained unless you request otherwise.

Renewing membership – if your account has been deactivated and you re-join with a different username, please let the community know in a public post.

Usernames

Choose sensitively – be mindful of the potential triggering effects of usernames. **The moderating team reserve the right to address the use of potentially triggering names.**

Changing your username – **please contact the moderating team** to do so, at supportforum@sane.org.uk. You will be asked to tell other members in a public post once the

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change has been made.

Posting links

Do **NOT** post links to websites for commercial or advertising purposes. All links posted will be checked. Any action taken is at the discretion of the moderating team.

Sensitive/difficult topics *Trig*

Some topics, eg suicide, self-harm or particularly distressed feelings can trigger difficult responses in others.

Please mark such topics with ***Trig*** as some people may wish to avoid reading these posts.

Please note:

Trig posts to be posted in **Mutual Support Room, Safe Room** and **Rant Room** only.

Generalisations

When expressing difficult feelings about a situation, please confine posts to a reflection of *your personal experience*, eg 'I've had difficult experiences with profession/service/gender' etc, rather than

'All profession/ service/ gender are bad.'

A wide range of people use the Forum and generalisations may feel excluding.

Social networking sites / SANE social media community / other forums

You may use social networking sites, SANE's social media community and/or other internet forums.

These are distinct from the SANE Forum with different objectives and functions.

Please confine your posts on the SANE forum to matters relating to this forum only. **The moderating team will take action as necessary with regard to this guideline.**

Reports

If you have a concern about a particular post you can use the reporting function by selecting the red exclamation mark attached to the relevant post.

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All reports will be read by the moderating team; action may be taken if appropriate. Reports will NOT be responded to directly. If you wish to communicate directly with the moderating team, please email supportforum@sane.org.uk.

FAQ's

The Support Forum Board Index contains a link to FAQ's which contain some useful information about the using the site software that you may find helpful.

Please note:

Guidelines and ground rules will be periodically reviewed and updated.

Any changes or amendments will be announced on the Forum.

NB: Comprehensive guidance is provided to enable you to take personal responsibility to manage your presence on the Forum. SANE cannot take any responsibility for any distress that may arise from use of the Forum.

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