

General Guidelines

SANE Support Forum



Important

If you wish to remain a member of, or join, the SANE Support Forum, you are requested to read, accept and apply the following guidelines.

The principle of personal responsibility underpins the ethos of the community, so it is important to know what is expected of you as a member in order to help this forum work in the best interests of all its members.

1. Personal protection

This is intended to help you consider relevant factors about personal protection.

The Forum enables you to retain anonymity and privacy, which can be helpful in facilitating the expression of difficult, challenging or distressing feelings and experiences.

As you become more confident about your presence in the community you may wish to share more of yourself. We recommend that you consider the boundaries and criteria you wish to set with regard to interactions with others within the Forum.

As with all aspects of this community, you are responsible for deciding the nature of your interactions with others; the following guidelines may be helpful.

Identifying details – we recommend that you do **NOT** publicly post any personal or identifying details as this site can be viewed by anyone with internet facilities. The moderators reserve the right to take action with regard to such content.

Sharing personal details – should you wish to share personal identity/contact details with other member/s it is recommended that you give serious consideration to any such decision and exercise caution in so doing. You **MUST** take full responsibility for any such action.

Meeting other member/s – should you decide to meet another member or members it is your responsibility to ensure that sensible precautions are taken. This may include letting someone else know of your arrangements, meeting in a public place, arranging for a limited meeting, and/or ensuring that someone meets or contacts you at the end of the meeting.

Privacy of others – please apply the community principles and respect the privacy of others. Do **NOT** post other people's (members' or non-members') names, phone numbers, addresses, pictures, etc. Such material will be removed by the moderators.

2. Accounts

Accounts – you are requested to use one account only. Doing otherwise is against the spirit, principles and ethos of the community; it is unhelpful to you and the larger community and SANE asks you to seriously examine your motives should you consider doing so. Should such activity be detected the moderators will take action to address the situation.

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3. Membership

Ending a membership - if you no longer wish to be a member, please contact the moderators by Private Message. Your account will be deactivated within 5 working days.

This timescale gives you a chance to re-consider your request should you wish to do so. Your posts will be retained unless you request otherwise.

Renewing membership – if you leave the community and decide to re-join with a different username, we request that you let the community know this. This makes the situation clear for all concerned.

4. Usernames

Choose sensitively – you may understandably wish to have a username that expresses something about you. However, we request that you are mindful of the possible triggering effects of usernames that are expressive of hurt, anger or distress, and choose sensitively.

Use of your username/log-in by another member – please do **NOT** allow others to use your username/log-in or password.

5. Use of rooms

The purpose of each room is clearly explained. Please try to ensure you post in the appropriate room. Should you post in an inappropriate room, the moderators may move the thread to ensure that the rooms are protected and supported for their specific purpose.

6. Sensitive/difficult topics *Trig*

Some topics, eg suicide, self-harm or particularly distressed feelings can trigger difficult responses in others. Some people may wish to avoid reading posts of this nature, so please mark such topic titles with ***Trig***. Further information relating to ***Trig*** posts can be found in **'Managing relationships'**.

Please note: No *Trig* posts should be posted in the following rooms: Newbies Room, Sunshine Room, Smiley Room, Kitchen, Garden.

7. Generalisations

We ask you to be mindful of using generalisations when expressing difficult feelings about a situation, profession, service or gender for instance. Please confine your posts to a reflection of your personal experience, eg 'I've had some difficult experiences with profession/service/gender', rather than 'All profession/ service/ gender are bad.'

This enables free expression of feeling about your personal situation, while making it clear that it does not apply to every situation or circumstance. This is particularly important as a wide range of people use the Forum and generalisations may feel quite excluding.

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8. Private Messages (PMs)

PMs – the PM facility enables personal exchanges between members. It also enables confidential communication with the moderating team or webmaster.

Respecting PMs – SANE requests that you apply the community principles of support, responsibility, respect, empathy and acceptance and to any private messages you send.

Whatever the purpose of PM communication, it is **PRIVATE**; we request that you do **NOT** solicit PMs publicly, nor discuss them publicly. It can feel excluding to members who may not be involved in this kind of communication or relationship.

PMs from either members or moderators should **NOT** be quoted either in part or in whole in a public post. Moderators reserve the right to remove such content. Should there be matters arising from PMs that you wish to address, this should be done through continued private correspondence with the relevant member/s and/or the moderators. If you wish to block or delete PMs, please see below.

Blocking/deleting PMs - if you do not wish to receive PMs from other member/s, please follow the relevant procedures - User Control Panel/ Private Messages/ 'Rules, folders and settings'. (If you need help with this process, please contact the moderators.) Please note you cannot apply this process to PMs from moderators.

Responsibility for PMs: PMs between members **cannot** be viewed or controlled by SANE. You must take full responsibility for all PMs you send, and deal appropriately with PMs received, using the principles and tools outlined above.

9. Public posts vs private messages

SANE requests that you consider seriously the difference between private and public communication. The Forum is primarily a communal space for the provision of mutual support; PMs can be used for private communication between individuals.

10. Social network sites

You may use social network sites. You may know and relate to other SANE Forum members on such sites. Please remember that such sites are distinct from the SANE Forum, with different objectives and functions. You must take responsibility for maintaining boundaries that ensure activities and interactions from social network sites remain distinct from your presence on the SANE Forum.

11. Other forums

You may also be active on other specialist internet forums. As with social network sites, please ensure you maintain clear boundaries between such forums and the SANE site, to ensure clarity of objectives and relationships between different forums.

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12. Reports

The reporting process enables concerns about individual posts and/or members to be communicated to moderators – simply select the red exclamation mark attached to the relevant post – this opens up a message box, which has a routine spam alert, and also the capacity to insert a narrative about any other concerns.

13. 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: These Guidelines may be periodically reviewed and updated.
Announcements about any changes or amendments will be posted on the Forum.**