

# Role of Moderators

## SANE Support Forum



As stressed throughout, the principle that underpins the community is that of members' personal responsibility for accepting and applying the community guidelines. Moderators and webmaster will act as necessary to ensure that community guidelines are upheld.

### 1. Role of moderators

The role of the moderators is to enable the Support Forum to be a space for members to engage in the provision of mutual support. The role of moderators does not include the provision of emotional support directly to Forum members, including members who may be feeling suicidal or in crisis.

Moderators will intervene only when individuals or groups of members do not appear to be respecting the guidelines within the Support Forums. Any interventions will be taken with the aim of enabling the Forum to remain a space for giving and receiving mutual support.

Whilst the Support Forum can enable members to truly express feelings in a space intended for mutual support, there may also be times where some expression of feelings appears to be unhelpful to either the individual or the community as a whole. With this in mind:

- **The moderating team reserves the right to remove any content that is not in keeping with the community ethos and principle of mutual support.**
- **The moderating team reserves the right to take appropriate action to ensure the guidelines and policies are adhered to by all members of the community.**
- **We request that you respect actions taken by the moderators/webmaster.**

### *Practicalities of moderation*

- Frequency and times - in accordance with available resources, the Forum will be moderated regularly and routinely (though not continuously) between **9.00am and 10.00pm** seven days a week.

You may wish to give consideration to how and when you use the Forum, taking moderation times into account. The guidelines have been set out in such a way as to support you in managing your presence on the Forum and taking responsibility for your behaviour and actions. Unmoderated time should **NOT** be seen as an opportunity to flout or ignore guidelines. Please remember:

- Respect yourself
- Respect other members
- Respect the space provided

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As resources do NOT allow for moderation 24-hours a day, there may be times when material that is not consistent with the guidelines and principles remains on the site for a time. With the co-operation of members and the acceptance and application of the guidelines, SANE aims to minimise the occurrence and impact of such incidents.

- **Spam** – the site is checked routinely for spam and dealt with accordingly.
- **Multiple accounts** – guidelines request that you use one account only. Moderators will take all reasonable and practicable steps to ensure that this is respected. Where there is evidence of multiple account use moderators will take appropriate action.
- **Reports** – spam posts or other concerns can be reported to moderators via the reporting system. Routine reports, eg of spam may not always be acknowledged or responded to; however, reports dealing with matters of distress or concern will be acknowledged and addressed.
- **PMs** – SANE aims to respond to all reasonable PMs sent to the moderators.
- **Communication with members** - individual members may be contacted via PM with regard to any action taken in respect of their presence and/or contributions. Where appropriate, the moderators may make public posts to inform the wider community about actions taken to ensure the well-being of the community as a whole.
- **If guidelines are not respected** – where guidelines are not respected, moderators will take appropriate action. This includes pre-moderation of posts and/or suspension of accounts for shorter, medium or longer periods of time. Such action will be considered automatically following three interventions from the moderators.

A warning will be issued by the moderators prior to an individual's posts being pre-moderated or account suspended. The length of and reason for pre-moderation or account suspension will be explained via PM from the moderating team.

**Communication with moderators** - the following guidelines are designed to establish and maintain constructive relationships between members and moderators.

- SANE asks that you take personal responsibility for any concerns, comments or feedback about moderation and communicate these **directly** to the moderators via PM. Comments and feedback will be considered seriously and responded to on an individual basis. Generalised comments or opinions about moderation posted publicly may be removed if they are considered to be unconstructive or not linked to a specific matter that can be addressed by the moderators.

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- SANE requests that any communication with moderators is respectful, even when difficult feelings or issues are being addressed. Communication that is not respectful may not be responded to. Please remember the moderators are human; they care very much for the community and its members; a lot of time, thought and consideration goes into understanding individual members, their needs and personalities and relationships within the community. Moderators wish to support members in ensuring the community provides a place of support. This can best be achieved by a co-operative and respectful relationship.
- Formal warning and banning procedures are available via the site software. SANE's preferred practice is to aim to resolve behaviour, relationship and interaction difficulties in the ways outlined in 'Managing relationships', using pre-moderation of posts, warning and account suspension as necessary. However, moderators reserve the right to use any moderation tools as appropriate where there is clear evidence that the ethos and guidelines are not being respected.

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