



## Guidelines and Information for the SANE Support Forum

We want the forum to feel like it belongs to our community members (aged 18+), and SANE will take a role only in moderating the content. As people may be discussing distressing and upsetting experiences and feelings, we would ask that you take this into account before reading or posting – please look after your own wellbeing when using the forum.

### Purpose of the Forum

The forum is a 24/7 space where support can be given and received mutually between members. **WHILST ONLY MEMBERS CAN POST ON THE FORUM, PLEASE REMEMBER THAT CONTENT CAN BE VIEWED BY ANYONE VISITING THE SANE WEBSITE.**

### General Guidelines and the Role of Moderation

- By becoming a member, you agree to be willing and able to engage in the spirit of providing and receiving peer support, and accept personal responsibility for your participation in the forum, and doing so within these guidelines.
- The moderation of the forum is deliberately very light touch. We will not respond to conversations, even if people feel suicidal. We would ask that if you feel at risk, or need support, you look at [www.sane.org.uk/support](http://www.sane.org.uk/support) for other ways we can support you. Please do not wait for any forum responses – it is not intended to provide crisis support.
- The moderators will remove anyone who is under 18 from the forum.
- We do take an overview of all content and will remove SPAM and SPAM accounts as quickly as possible. We may edit content to remove hyperlinks, personal information or to add trig\* warnings to posts.
- We reserve the right to remove any content or members that we view to be in breach of the guidelines. When we are removing or editing content, we will endeavour to explain why within the post, or to email the person to explain why we have made changes.

### Protecting Yourself and Others

- Do not choose a username that identifies you in any way, and do not post any identifying or contact details on the forum.
- Please consider carefully before deciding to share any personal details in any way with other members, or arranging to meet other members – remember, people may not be who they appear to be, and ensure your own safety at all times. This is the personal responsibility of every forum user. If you are arranging to meet someone, please follow the usual safety

measures – meet in a public place, have someone accompany you, let someone else know the details of where you are and who you are meeting.

- Do NOT post details of anyone else, including photos. **Such material will be removed by the moderating team.**
- Please protect your well-being by only posting things you are sure you are comfortable sharing. Bear in mind that you may not get a response, and how that would feel.
- Remember that there is room for misunderstandings in the written word – be mindful of how things come across, both in how you write and how you receive posts.

## Accounts

- Use only one account/identity to log into the community. **The Moderating Team will take action to address any breach of this.**
- Do not allow anyone else to use your username/log in details and password.
- If you wish to delete your account, please email the moderating team at [supportforum@sane.org.uk](mailto:supportforum@sane.org.uk), and we will deactivate your account within 5 working days. Posts will be retained unless you request otherwise.
- Please choose sensitive usernames – be mindful of potentially triggering or negative effects of usernames.
- If you wish to change your username, or rejoin after leaving, we would ask that you then tell other members in a public post, so as they are aware that this change has been made. If you do wish to change your username, please email [supportforum@sane.org.uk](mailto:supportforum@sane.org.uk).

## Content of the Forum

- Do not post links to websites for commercial or advertising purposes. All links posted will be checked by the moderators.
- Bear in mind that some topics such as suicide and self-harm can trigger distressed responses in others. Please mark such topics with \*Trig\* as some people may wish to avoid reading these posts. The moderators may, at their discretion, add \*Trig\* to posts, or edit or delete posts with graphic or explicit content.
- Try not to make generalisations, and confine posts to your personal experience – e.g. 'I've had difficult experiences with my CMHT' not 'All CMHT staff are bad'.
- Bear in mind that difficult or challenging situations and/or conflict can arise as a natural part of any group interaction, which can result in distressing feelings.
- You are expected to take responsibility for your contributions and responses. It is important to disengage from some exchanges, and to not react to what may appear as provocation.
- Do not 'take sides' in interactions, or refer to posts or other members in indirect ways.
- Remember that some posts may be written whilst people are acutely unwell, and may be informed by anxiety, fear or paranoia.
- If you believe someone is trolling, please alert the moderators via email, rather than using that terminology within responses.
- Any offensive, abusive or discriminatory language is forbidden and will be removed by the moderators.

**If you wish to communicate directly with the moderating team, please email [supportforum@sane.org.uk](mailto:supportforum@sane.org.uk) and we will aim to respond within 48 hours.**

We reserve the right to terminate membership of the forum at any time, if the above guidelines are routinely or seriously breached.

We periodically review and update these guidelines at any time. Any changes will be announced on the forum.