

KENT PHYSICAL DISABILITY FORUM FACEBOOK GROUP GUIDELINES

You are expected to take personal responsibility for your participation in our PDF Facebook Group.

Before you request to join the group, we ask that you please read the following guidelines in full. In submitting a request to join, you are agreeing to the following rules and guidelines:

WHAT THE GROUP IS

This group is an online extension of the Physical Disability Forum for those who have a physical disability or support those who have a physical disability. It is for discussion about and input into the Forum's aims and objectives.

The group is not monitored within set hours but will be checked daily on weekdays. If you have concerns about a post, please message an admin or moderator. If you are worried about a fellow member out with those hours, please encourage them (if you are able to) to dial 999 and/or the Samaritans on 116 123.

The group is a **closed Facebook Group** which means that nobody can view posts unless they are members of the group, but anybody can see who is a group member. The group is set to closed rather than secret so people can find and join the Forum through Facebook.

We operate this group on an Honour System - **led on trust, honour and honesty**. Please give support as much as you receive. The group works well because members give support as much as they receive. If you're popping into the group for support, why not spend an extra few minutes looking through the feed to see if there's anyone who you can support in return - perhaps someone whose post hasn't yet received a comment. If we work together to help people to feel heard, understood and not alone, we're making the world a better place for us all.

Be respectful to others at all times. We're not bothered by the odd swear word, we're really not. They're just words but when aimed at other people, we do mind. We mind a lot. It's up to us individually to be mindful of our words. Any posts containing religious bigotry, racism, sexism, homophobia and/or trans-phobia will be removed immediately and you will be immediately removed from the group. Also, please be mindful not to post any kind of sexual content, including innuendo, as this can be harmful and distressing to fellow members.

Do not make assumptions, judgements or statements about others. If a disagreement should occur in the group, please refrain from taking sides and disengage from the interaction.

WHAT THE GROUP ISN'T

This is not an emergency medical/crisis service. The people in the group are here to give, and receive, peer support and to discuss the aims of the Forum - support based on their experiences, knowledge and understanding. These people are your peers, they aren't medically/professionally trained to be able to support those who are in immediate harm or danger to themselves, or others.

We take the safety of the group incredibly seriously and won't hesitate contact the emergency services if we are worried that someone is an immediate threat to themselves or others. It's better to be safe than sorry.

Please do not seek medical advice from the group. Always seek advice from a pharmacist or your doctor. You can also contact the NHS on 111. It is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. If you are in immediate harm or danger, please do not post in the group, please contact 999.

Please do not use the group to discuss personal relationships with other members, or to communicate with those you have an existing personal relationship with outside the group. This can have the unintended side effect of making other members feel left out, or uncomfortable. From time to time, a moderator may decide a post is more suitable to your personal page, please respect their decision. If you have a question or complaint about how a post was handled, please contact: anna@healthwatchkent.co.uk

Please do not embark on political or religious debates. This is not the place to do so.

No illegal drug use posts please, to the wall or in the comments of a post.

We do not support selling within the group. This is a Peer Support Forum, not a marketplace.

There are lots of other platforms you can sell on, here are just a few suggestions for you:

[Etsy](#)

[Not On The High Street](#)

[Crafts Galore Facebook Group](#)

[Handmade Cards and Crafts Facebook Group](#)

[Handmade Craft Network UK Facebook Group](#)

[Handmade Crafts UK Facebook Group](#)

REPORTING POSTS TO ADMIN

The group remains a caring, kind, open and warm community because the group as a collective works together to keep it that way. If you see a post which goes against our rules and guidelines, then **please report it to us**. Please do not take it upon yourself to publicly call the person out.

Note: If you choose to report the post to an admin, the admin will know that you reported it. Admins may or may not choose to remove the post or block the person who shared the post. Reporting a post to an admin won't send a report to Facebook.

If you see someone being rude, offensive or threatening to another member, please take a screenshot of the conversation and send it via PM to a moderator.

Here (<https://www.take-a-screenshot.org/>) are instructions on how to do this on different devices.

THE MODERATING TEAM

The moderating team is in place to keep the group running smoothly and to ensure the rules and guidelines are followed. **Moderators also take action when members do not comply with the guidelines and have the authority to remove any post which is deemed inappropriate for the page.** Moderators cannot provide emotional support privately to individual members. Please be respectful to moderators too, they do a fabulous job of keeping this group running.

If you are asked by a moderator to edit/remove a post, please do not take it personally. We ask nicely, explain why and we very rarely remove a member, it's not something we ever want to do.

We all make mistakes. Mistakes in here are usually honest ones - made by members and moderators.

When you join a group, the guidelines are in place to keep the group as safe as possible. Not everyone will like the guidelines but they are there for a reason and a great deal of time and effort has been put into them, to ensure they are fair.

Moderators show respect by using PMs (Private Messages) to contact members, rather than publicly within the group. It's a private conversation and we ask that you please refrain from discussing the moderator's decision within the group.

As an aside, when you threaten to leave the group because you've been asked by a moderator to edit a post, it does three things:

- i) It makes other members feel scared of making a mistake,
- ii) It divides the group, and
- iii) It undermines the really amazing and hard work that the moderators do in keeping this group running smoothly.

TURNING OFF NOTIFICATIONS

This is a busy group, there are many posts to the wall each and every day. For some, the notifications can be a little overwhelming.

You might like to stop posts to the group from appearing in your newsfeed. When you see a post on your news feed, click on the dropdown arrow to the top right-hand

side of the post and click 'un follow Kent Physical Disability Forum'. You'll still remain a member of the group and can pop in at any time to suit you.

If you'd like to stop receiving notifications from the group of new posts - hover over the notification and a cross will appear, click on that and it will ask you if you want to see fewer. You'll still receive notifications of likes/comments to your posts and of likes/comments of posts you have commented on. To stop those, hover over the notification and click on the cross when it appears, choose to 'turn off'.

SPAMMING/PROMOTIONAL POSTS

No spamming the group or posting of promos please. Doing so, can prevent others posts for help from being seen. What is a promo? Where you're actively trying to sell something, subtly trying to sell something, promoting your social media profiles, promoting your website, products, another Facebook page, offering free/paid consultations, affiliate links or promoting personal blog posts. This also includes posts which ask for votes (competitions, political or otherwise), asking for charity contributions for any organisation other than Healthwatch Kent.

If you would like to share a link with the group, for the benefit of the group, to which you have no personal affiliation - it's absolutely fine to do so. If you're unsure, please don't post but ask a moderator for clarification.

Please do not crowdsource the group for help with articles, blog posts, case studies, questionnaires, petitions, or surveys.

If you're ever in doubt whether a post might not be allowed, please seek permission from a moderator before posting to the group.

Any documents/files added to the groups 'files' tab which haven't been created by Healthwatch Kent or moderators will be deleted.

CONFIDENTIALITY

What is spoken about in this group, stays in this group. Confidentiality is very important. This is a place for trust, where people are putting their most vulnerable and authentic selves out there for us all to see. Let it stay here. Respect confidentiality.

Please be super careful not to share personal information such as your address, or bank details on the page.

Please do not share or copy any posts from the group onto your main Facebook feed or elsewhere online. Confidentiality is super important. If you like something that has been posted in the group, please find the external source and share from there.

RESPECTING PERSONAL BOUNDARIES

It's crucially important that we respect one another's personal boundaries. Please do not send friend requests to other members of the group nor send PM's (Private Messages) **without seeking their permission within the group** first. If you are reported to the moderators for doing this, we will consider removing you from the group.

Please don't post to the main feed asking people to add you as a Facebook friend outside of the group nor participate in group chats. These posts will be removed by admin.

Also bear in mind, that if you give someone permission to send you PM's and/or be a friend outside of the group, any interactions outside of the group are your sole responsibility and we are unable to moderate those.

USE OF THE SEARCH BOX

Where to find the 'search group' box:

On a PC, you'll need to be in the group. The box will be under the main cover photo and will say 'search this group'.

On a mobile device, you will need to be in the group. The search facility will be at the very top of the screen.

You can use these search boxes to search for topics like books, self-care, advice....to name a few.