

## **REACT Toolkit Inappropriate Posting Policy**

REACT is a private, secure website in which REACT participants can access support and share experiences with other relatives, or close friends, of people with mental health problems.

It is the REACT Supporters' job to monitor the Forum to ensure that it is a supportive, positive space for all participants, so inappropriate language or behaviour will not be tolerated.

If an RS notices something that they think might cause significant distress to participants or affect others in an unhelpful way then they may remove the post.

RSs have the authority to remove a post (temporarily) if they have a concern about it and to then seek further advice from a RISK Manager.

Training should be given in how to removed a post using the button marked 'BIN' on the post header. This will remove the post from public display. An RS should also be shown how to log in as a 'test' administrator to check that the post has been effectively removed. This will show you what participants can see.

### **Key things for site users to remember:**

1. REACT Supporters will monitor the site for inappropriate use and risk indicators during office hours
2. Inappropriate or hostile language will not be tolerated. If you see something you think is wrong on the Forum, please use the 'report' button above the post. The REACT Supporters will then look at the situation and decide what action to take.
3. Please respect other users, their views and experiences
4. You may have had some very upsetting experiences; please be aware of how this may affect other people before writing about it publicly on the Forum. It may be helpful to use the first bit of your post to say that you'll be talking about something upsetting so that others can decide whether or not they wish to read about it. The direct messaging system should be used for sharing particularly distressing situations and messages requiring privacy.

5. If the Supporters notice something that they think might cause significant distress to participants or affect others in an unhelpful way then they may remove the post
6. The REACT Supporter is not there in a clinical capacity (e.g. to provide therapy) but to support your use of the site
7. The REACT site is not crisis service, if you feel you are struggling please contact the services provided at the end of the Participant Information Sheet or those in the Resource Directory for support
8. Try to ask any questions without revealing personal identifiable information. Please don't post your personal details on the site, for example your full name, email or postal address.
9. Selling or promotion – please don't use the forum to advertise things for sale or promote commercial products.

If you are unsure about any of these rules, please just message the REACT Supporter for clarification.