



## **WHATSAPP CHAT GROUP POLICY**

### **WhatsApp Guidelines**

We appreciate that our service users and committee need to share various pieces of information and news with each other. With this in mind we have decided to do this via a dedicated Colourful Minds WhatsApp group.

All members of Colourful Minds are welcome to join the group and we encourage you to join to receive the latest updates and as well direct responses from fellow peers outside of face to face session hours.

Peer Support Leads will be responsible for the group as group admin and with your consent they will add your phone number to the group. Please be aware that the number you provide below will be visible and available to the rest of the group. You can opt to leave the group at any time and if you leave Colourful Minds, your number will be automatically removed from the group.

### **WhatsApp Etiquette**

Here are some tips to ensure everyone gets the most out of Colourful Minds WhatsApp group:

- Remember to be considerate and respectful to others
- Please be polite and observe the same level of courtesy as you would do if you were speaking to someone face to face at the drop in sessions
- Please refrain from commenting or sharing content (including videos or pictures) that could be interpreted as inappropriate, demeaning or inflammatory
- Please only discuss relevant matters on the group and use alternative groups or chats for other subjects
- Please do not share or discuss service users information (including names and contact details)
- Please do not share confidential information about Colourful Minds or individuals on the group. If Peer Support Leads feel that a service user requires a one to one

conversation, they will contact the service user directly. We understand that service users may want to or have disclosed private situations in confidence to Peer Support Leads that aren't discussed within the group chat

- Understand that the discussions will be moderated by the Peer Support Leads and any inappropriate activity may lead to further investigation and potential action under the required procedures that are necessary to follow.

If you have any queries or concerns about the group or its content, please discuss this with the Peer Support Leads.

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