



COMMUNITY GUIDELINES

Welcome to The Recovery College. We hope that you'll feel safe whilst using our service, please familiarise yourself with the guidelines using this form.

Demonstrating Respect

- Treat others the way we would like to be treated.
- Respect the privacy of others.
- Let us know if you something worries you by using the feedback form:
<https://forms.gle/XGfTMXXH8pzARDcq8>
- If you think that you may need more urgent help, please reach out for support.

Course participants must not:

- Tell people what to do or give 'expert' advice – there's rarely one answer to a problem.
- Use The Recovery College to promote commercial services.
- Discuss or share in any way anything which is racist, homophobic, sexist or transphobic or pejorative about specific mental health conditions.
- Discuss or share in any way anything with sexual content or innuendo - this can be unsafe or upsetting for other users.
- Make personal attacks or harass other participants or facilitators and co-facilitators.
- Anyone found to be breaking any of the above rules may be asked to leave the session or be removed from the course.

The Recovery College Staff:

- Will respect your confidentiality within adult safeguarding guidelines.
- Will review the feedback form regularly and take action as necessary.
- Will take your concerns seriously; we want you to feel safe and supported.
- Will do their best to resolve problems as quickly as possible.
- Won't pass on your details or use your information for anything else unless we have your permission.
- Won't be able to respond to reports or messages outside of their current working hours.

Taking care of your own mental health:

- If you're feeling very unsafe, please consider contacting your mental health team, the Samaritans (116 123 / jo@samaritans.org), or the emergency services first. If things are tough for you right now, it's important to think about whether you might need more urgent support or to talk to someone face to face.
- Try not to take on too much – extend the same kindness to yourself as to others.
- Take breaks – course content may be overwhelming at times, try not to feel under pressure to undertake all the courses all at once, the core provision will be repeated.
- Think about what you're comfortable sharing – we would like your input, but sharing too much can leave you feeling vulnerable.