**PSPA Youth Support Group – Facebook Group**

**Code of Conduct**

This group is for young adults aged 8+ who have a family member affected by PSP or CBD. The group is designed to provide a safe and reassuring space where young adults can gain peer support, make lasting connections and become a member of the wider PSPA community.

The group is a closed Facebook group, which means that young adults can only be added to the group on request. Only administrators for the group can add new members once they have some additional information about who they are. If you are under 18, we will require your parent or guardian’s emergency contact details. This is to help keep everyone within the group safe.

The administrators of this group are PSPA staff and trained volunteers. Through the group, PSPA will inform you of our services and activities that you may find useful and may interact with posts within the group.

The group is owned by PSPA we would respectfully request that fundraising requests for individual causes or charities other than PSPA are not posted in this group and we reserve the right to remove these posts.

The views and opinions expressed in this group are those of the author and do not necessarily reflect the views and opinions of PSPA. Advice received via the group be sought before ay course of action is pursued.

Please contact the PSPA helpline on email helpline@pspassociation.org.uk or 0300 0110 122 if you need any support or information relating to PSP or CBD.

**How we moderate**

This group will be monitored and moderated by administrators, who are members of staff or trained volunteers of PSPA. This moderation is not available 24/7, however we endeavour to remove unsuitable posts in a timely manner. **Moderation will cover the following topics, however we will evaluate each incident on a case by case basis.**

**Ensuring safe discussion**

To ensure open and safe discussion in the group, we ask that you be tolerant and respectful of other member’s comments and experiences. The nature of our groups is sensitive so we understand that strong feelings are often expressed, but personal attacks are never acceptable, and will not be tolerated in any of the PSPA Facebook support groups.

This includes insults and inflammatory or discriminatory comments about:

* Age
* Disability
* Race, including colour, nationality, ethnic or national origin
* Religion or belief
* Sexual orientation
* Being or becoming a transsexual person
* Being pregnant
* Being married or in a civil partnership.

Abusive comments will be delated without consultation. Consistent criticism of a person’s comments or views will be seen as abuse. Initial offenders can expect to be issued with a warning, then a permanent ban if they continue to flout these rules.

If you upset or are suspicious of another member, please report it to the lead administrator and then ignore the member. For you own safety we ask that you do not try to address the matter privately, using direct messages or comments on the post as this may only exacerbate the situation.

Please trust that the moderators will handle the situation appropriately and efficiently in line with our code of conduct.

**Language used**

Foul language/swearing, or aggressive language, towards other group members is prohibited.

**Quoting from external sources**

When quoting from other sources please ensure that you quote only the section of the source on which you are commenting. Any posts that fail to meet this requirement may be removed. If you would like to make the full quote available to the group, please include the link.

**Spam, advertising or trading in the group**

The group is intended to be a forum for discussion and support. Articles posted without context to promote discussion may be considered spam/advertising and remove from the group. Post deemed to be irrelevant or unsuitable for the group may be removed.

Any posts deemed to be advertising will be removed at the discretion of our moderators.

The group is not to be used for as a trading forum, and any posts thought to be trading goods, or to be promoting trading the trading of goods will be removed at the discretion of our moderators.

**The source of content**

When providing information from other sources please give reference or add links to the health/medical information you are quoting.

When the information provided is your own personal experience, we respectfully ask that you make this clear within the post.

All users must post information which is true and correct to the best of their knowledge.

**Posting images and photographs**

It is the responsibility of all group members to protect their own privacy and we would ask that you are mindful of this.

Under no circumstances are pictures of a pornographic nature permitted.

We accept no responsibility for images hosted externally to PSPA.

Please note that it is an offence to make copies of an illegal image. Please report any concerns about images/videos to the lead administrator who will deal with them appropriately.

**Your privacy**

Although the group is a Closed Facebook Group, we cannot control how other members choose to share or discuss posts outside of Facebook. Therefore, please be mindful of this when posting by self-moderating your content and respecting the privacy of other member’s experiences.

We encourage the use of the group to post questions rather than direct messages but understand that there will be occasions when these are used. When they are, we ask all members to be respectful towards each other and mindful of how frequent messages are sent. This group is here to provide peer support so that you can connect with others and share experiences. It is therefore important that the level of messaging is something that both sides are comfortable with.

**Looking after you**

We are keen for this space to be an environment in which you are able to share your thoughts and feelings about what we know can often be a very upsetting and difficult time. However, the group is not a platform to share suicidal thoughts and we would urge anyone feeling this way you contact the Samaritans on 116 123. This is a free number and is available 24/7.

We believe we are all responsible for ensuring the safety and wellbeing of our community. Safeguarding is everyone’s responsibility, and therefore we have a duty, wherever possible, to share any concerns that we have about posts., messages or comments that indicate you or someone else might be at risk, with the relevant service. This includes posts regarding abuse or neglect.

Though we will always try to share our concerns with you, we reserve the right to share information with external agencies without checking first; especially if it is thought that by sharing our concerns this might put others at, or increase the risks identified.

If you are concerned about another user, please contact the lead administrator of the group immediately and do not contact the individual personally. Please trust we will contact the relevant services to support the individual wherever possible.

**The Penalty System – Warnings and permanent bans**

In extreme cases warnings or permanent bans will be issued if members are unable to abide by this code of conduct in order to keep all members of the group free from abuse or harassment.

**Keeping safe online**

Think before you post: Don’t upload or share anything you wouldn’t want your parents, teachers or future employers seeing. Once you post something, you lose control over it, especially if someone else screen shots or shares it

PSPA would advise you do not accept any friends’ requests from people you do not know as this will give them access to your private information. Please be aware of your privacy settings on Facebook and set them to a level that you are comfortable with.

Do not share your bank details with anyone over social media and make sure you’re using a secure website before entering any personal details. There are many ways to spot that a website is secure, including:

* The website address starts with ‘https’ – the ‘s’ stands for secure
* The address bar is green, which is an additional sign that you are using a safe website
* A padlock symbol in the browser where the address is (but don’t be fooled if the padlock appears on the page itself) a current security certificate which is registered to the correct address (this appears when you click on the padlock).

We are unable to verify member’s identity, contact details and any information they provide and therefore we advise exercising caution is members choose to engage in conversation or meet up with another member outside of the group.

We encourage all members to ensure their online privacy settings are up to date.

**Recording personalised data**

Your personal data will be securely stored on the PSPA internal drive and only accessible to administrators and volunteers of the group and not the wider cohort of the PSPA staff or volunteers.

The content you share will be used to provide you with information and support, as well as to ensure safeguarding of all members.