

POLICY & CONDITIONS OF MEMBERSHIP
for adult carers using the Facebook group 'H&R Adult Carers'

All adult carers referred to or registered with the H&R Carers Centre will be invited to join the closed interactive 'H&R Adult Carers' Facebook page in order that they can take part in discussions with other carers, post queries to the H&RCC staff team, get informal advice and post interesting or topical information that other carers may be interested in.

H&RCC has a responsibility to keep all carers safe when using social media that is set up and monitored by the organisation.

In order to do this, all adult carers will be sent a standard message outlining the conditions of membership to the group when they request to be confirmed as a Friend for the closed Facebook 'H&R Adult Carers' page.

A Carer's first post on the closed group page will be taken as tacit agreement to abide by the conditions of membership.

The text for this standard message is outlined below.

This policy will be made available on our website for all carers to visit prior to entering into membership of the Facebook closed group page.

H&RCC will monitor the Facebook page on a regular basis to screen it for offensive, discriminatory or inappropriate content or use of language.

Any members deemed by staff or appropriate volunteers of the organisation, to be posting inappropriate comments will be given one warning to desist before being blocked from the site.

Inappropriate comments will include any derogatory, inappropriate or inflammatory remarks made with reference to or in direct relation to the staff or any service provision or other business of the H&R Carers Centre. Any members of social media groups can access the Feedback and Complaints Policy via the main website or on request from the office and all issues be addressed using this policy.

A log will be kept of any warnings sent or blocks to members made and the reasons why.

The standard message will read as follows:

Dear Carer

Welcome to the H&R Adult Carers group page where you can share your thoughts and experiences with us and other carers. To keep this page safe for everyone we ask you to abide by the following simple rules.

PLEASE DO NOT

- Upload virus or malicious code
- Bully, intimidate or harass any other user
- Post content which is hate speech, threatening, pornographic, incites violence, contains nudity or graphic or gratuitous violence.
- Use the group to do anything unlawful, misleading, malicious or discriminatory
- Facilitate or encourage any violations of this statement

You will have 1 warning and if you persist in posting material that is inappropriate, you will be blocked from the group and may be reported to Facebook or the Police.

You can find the full H&RCC policy for Facebook use at www.hrcarers.org.uk/xxx