



## Code of Conduct

Our Facebook page and Health Unlocked community are wonderful opportunities for those who are affected by endometriosis to come together and support each other. We know that connecting with others online helps many of you to cope with your endometriosis. We want to ensure that the discussion pages are being used in the best possible way. We appreciate the time that everyone takes to provide peer-to-peer support to others in need and recognise the value of this. Please take a few minutes to familiarise yourself with our Code of Conduct below.

### **How should this forum be used?**

We think it is great that you can come together and share your experiences of endometriosis through Facebook and Health Unlocked. We are happy for discussions to be varied and we appreciate that things can become animated. Please bear in mind that we will not tolerate any behaviour which makes other users feel uncomfortable, uneasy, or unable to use the forum. This includes, but is not limited to, posts which may:

1. be inflammatory, defamatory of any person, hateful or obscene;
2. promote any discrimination, based on age, gender, race, religion, nationality or sexual orientation;
3. infringe any copyright or trademark;
4. be threatening or abusive or likely to embarrass, upset or alarm others;
5. advocate, promote or assist any unlawful act;
6. be used to impersonate any person, or to misrepresent your identity or affiliation with any person or organisation;

We ask that you do not swear or use language that others may find offensive. Please remember that you should not say anything in a post online that you would not say to someone in person.

***Endometriosis UK reserves the right to edit or remove posts, without notice, which we believe breach these guidelines or cause any disruption to the page.***

***Please note, the views held by the members of our HealthUnlocked forum and Facebook groups do not necessarily reflect those of the organisation.***

### **Mentioning hospitals and medical professionals**

We know that it is important to feel confident that you are getting the right treatment from excellent medical practitioners and hospital teams. Please be aware that we will remove posts that name individual practitioners if these are defamatory in nature. This may also apply to naming of hospitals. It's important to remember, that your experience may not be the same as others.

### **Sharing links to other websites**

Whilst it is helpful to be able to share information from other websites, often, this can result in inaccurate information being shared. These can be from unregulated or unverified sources. Please be mindful of the information that you share. If we feel the information may be harmful to our members, we reserve the right to edit or delete posts.

As an organisation, we aim to make sure that women using our forum are given correct information regarding endometriosis, we kindly ask that you try to share information from regulated organisations such as the BSGE, NHS, British Medical Journals, or another charity.

*If you are ever unsure about information you have read or found on the internet we have an extensive catalogue of information, approved by the Medical Advisory Panel, available on our website.*

### **Medical guidance**

We appreciate that conversations in the forum will tend to be medical in nature. Any advice that you receive from an individual or organisation through our forum does not constitute professional medical advice, even if it is posted by someone who claims to have a medical background or extensive experience in this field. Any changes to the way that you treat or manage endometriosis or your condition should be discussed with a trained medical professional. You can find additional information about the management and treatment of endometriosis on our website. In an emergency you should contact 999 and you should not delay seeking emergency medical treatment if you are concerned about your health.

### **Spam**

Posts which direct users to inappropriate products or external content may be classed as spam and will be removed if they are deemed to be inappropriate. This may also apply to the promotion of particular products, which may be viewed as advertising.

If you would like to post a link to external content and you are not sure if it is relevant to users please contact us in the first instance. If a user repeatedly breaks the rules we will ban them from using the forum.

### **Personal Information/Photos**

Please be aware that graphic photos, such as, those depicting surgery/recovery from surgery may be removed from the forum. This is to protect other members who may feel worried about their own forthcoming surgeries. Please also be aware how much information you want to share about yourself.

### **Petitions/Campaigns/Research Studies**

Please do not post links to petitions that are not directly linked to Endometriosis UK. If you do wish to promote a petition or campaign, please get prior approval by contacting [supportmanager@endometriosis-uk.org](mailto:supportmanager@endometriosis-uk.org). Petitions not linked to Endometriosis will be removed where prior approval has not been given.

Please do not seek participants for research purposes through the forum/Facebook without seeking prior approval. All research supported by the organisation must be pre-approved by the Endometriosis UK Medical Advisory Panel.

*The forums are first and foremost for discussions relating to endometriosis – this may include discussions about medical or surgical treatments or the more emotional side of the condition. You may wish to discuss diet, exercise or work issues amongst other things too. Whilst we appreciate that occasionally the topic of conversations can vary please keep posts that do not relate to endometriosis to a minimum. Please be aware that posts relating to pregnancy can be particularly upsetting for many of the forum users. Please always consider the content and tone of your post or response before clicking send – a few moments of consideration can prevent misunderstanding.*

## **Moderation**

The forum will be moderated, if you have any concerns about posts or content please report the member or email directly to [supportmanager@endometriosis-uk.org](mailto:supportmanager@endometriosis-uk.org). We will get back to you as soon as possible. If you see a post that breaches our guidelines, please contact us in the first instance. It is useful to include a screen shot or full details of the post (date, time and content). Please do not respond to the post or attempt to diffuse the situation, we find that this can inflame the situation.

## **Would you like to speak to us?**

We try to respond to questions that may be directly aimed at us in the forum. The fast paced conversations can mean that these queries soon disappear from our News Feed. If you have an urgent question, please consider sending us a message or contacting us by email ([supportmanager@endometriosis-uk.org](mailto:supportmanager@endometriosis-uk.org)). We are a small team, so it is much easier for us to provide a comprehensive response this way.

*After you have contacted us regarding a concern and/or we have resolved the problem please do not continue to post in the forum about the issue. We find that this only serves to exacerbate the situation.*

*Please note that any message which is sent to you, via email or privately through the messaging system on Facebook or Health Unlocked, should not be made available in the public forums. These communications constitute private correspondence and we do not expect them to be copied into the public domain. If the information contained within these messages appears on the forums we will delete the post and you may be removed from the forum(s).*

**The forum is designed to be a safe place to discuss endometriosis in a constructive manner, please help us to maintain this.**