



Talking is Mental – Online Community Guidelines

Welcome to the Talking is Mental online community! We're glad you're here. Our goal is to create a safe, welcoming, and enjoyable space for everyone. To help achieve that, please read and follow these community guidelines.

1. Be Respectful

- Treat all members with kindness and respect.
- Harassment, bullying, hate speech, discrimination, or slurs of any kind will not be tolerated. Anyone displaying this behaviour will be immediately removed from the online community.
- Disagreements are okay—personal attacks are not.

2. Keep It Friendly

- Maintain a positive and welcoming tone.
- Do not escalate conflicts or start arguments.
- If an interaction makes you uncomfortable, step away and report it to one of the group admins or a member of the Talking is Mental team

3. Privacy Comes First

- Do not share personal or private information—yours or anyone else's. This includes real names, addresses, private messages, photos, or social media accounts.
- Respect boundaries at all times.

4. Stay On Topic

- Keep conversations relevant to the chat or channel you're in.
- Off-topic discussions should be moved to appropriate channels or private messages if they are consented to.

5. No Spamming or Self-Promotion

- Do not spam messages, emojis, links, or repeated content.
- Only post a message in one chat - you do not need to post it in multiple chats, as this could be overwhelming for other participants.
- Unapproved advertising, self-promotion, or mass DMing is not allowed.
- If something is relevant, ask a moderator before sharing.

6. Be Safe

- Do not promote or encourage harmful, dangerous, or illegal behaviour.
- Threats, violence, or attempts to scare or intimidate others are strictly prohibited.
- If someone is in danger, notify a moderator immediately.

7. Content Guidelines

- Keep content appropriate for the community and focused on Talking is Mental.
- Explicit, graphic, or highly inappropriate content is not allowed.
- Avoid posting material that could be disturbing, triggering or harmful to others.
- If you are thinking of posting something that could be triggering to other participants, please check with the Talking is Mental team to see if it is appropriate.
- If the content is approved, then we will advise you to add "**trigger warning (TW)**" at the beginning of the message.

8. Respect Different Opinions

- Everyone is entitled to their own views.
- Healthy discussion is encouraged; disrespect is not.
- Do not mock, dismiss, or target others for their beliefs or experiences.

9. Mental Health Support and Wellbeing

- Your mental health matters. Take breaks when needed.
- If someone shares mental health struggles, respond with empathy and kindness.
- This community is not a replacement for professional help. Encourage reaching out to trusted adults or professionals when appropriate.
- Avoid minimising, joking about, or dismissing mental health concerns.
- Respect boundaries—no one is required to share personal experiences.
- Please be aware that things you share could be triggering to others' mental health, so think before posting, consider talking to someone first or contacting the Talking is Mental team first

10. Chat Etiquette – Avoid Overwhelming the Conversation

- Be mindful of how often you send messages.
- Avoid sending many messages in rapid succession.
- Give others time and space to respond.
- Respect natural pauses in conversation.
- Please do not post or send messages in unsociable hours.

11. Follow Group Admin Instructions

- Group Admins are here to keep the community safe and enjoyable.
- If a Group Admin asks you to stop or change behaviour, please comply.
- Arguing with Group Admins or ignoring instructions may lead to you being removed from the online community.

12. Report Inappropriate Behaviour

- If you see something that breaks these guidelines, report it to a Group Admin or a Talking is Mental team member.
- Do not engage with harmful behaviour—let Group Admins handle it.
- You can report inappropriate behaviour by contact the team via email at info@talkingismental.co.uk or by text at 07442174773.

13. Enforcement Steps

To ensure fairness and consistency, Group Admins may take the following actions depending on the situation and severity of the rule violation:

1. Verbal or Written Warning

- A reminder or warning about the behaviour and the relevant rule.

2. Message Deletion

- Content that violates the guidelines may be removed without notice.

3. Temporary Mute or Timeout

- Temporary restriction from chatting to cool down or prevent disruption.

4. Temporary Removal

- Short-term removal from the community for repeated or serious violations.

5. Permanent Ban

- Removal from the community for ongoing, severe, or zero-tolerance violations.

Enforcement steps may be skipped for serious offences. Repeated violations will result in escalating consequences. Group admin decisions are made to protect the community and are final.

14. Zero Tolerance Policy

To protect the community, we enforce a **zero tolerance policy** for serious violations.

- Certain actions may result in immediate consequences without warning.
- Zero tolerance behaviours include:
 - Hate speech, discrimination, or slurs
 - Harassment, bullying, disrespect, threats, or intimidation
 - Encouraging harm, violence, or illegal activities
 - Sharing explicit or highly inappropriate content
 - Repeatedly ignoring Group Admin instructions
 - Intentionally disrupting the community

Claiming something was a “joke” does not excuse harmful behaviour. Immediate mutes, removals, or bans will be applied.

Our Goal

We want Talking is Mental to be a place where everyone feels welcome, respected, and safe. By following these guidelines, you help create a positive environment for all members.

Thank you for being part of our community 