

# KINDNESS RULES

Here at Richmond Fellowship we are proud to offer you a warm welcome and a great service even during Covid-19 adaptations to our support.

And in return, we ask that all the people we support are polite and respectful to all of us.

We believe that everyone has the right to be safe and secure whilst interacting with staff and other people we support. **Therefore anyone attending digital group sessions who behaves in an inappropriate, irresponsible or aggressive manner or in a way that is distressing or distracting for other people, will be removed from the session.**

**By enrolling in any session with Richmond Fellowship you are agreeing to abide by these rules.**

- 1. Respect others privacy and confidentiality** Group members must not share contact numbers or details of participants in the group to anyone else and anything discussed in the group **must be treated confidentially.**
- 2. Be punctual.** Treat each Zoom group like attending a normal group.
- 3. Take turns** Let everyone have a turn and do join the conversation when you can.
- 4. Be positive and sensitive to others** Keep it a safe space for you and others.
- 5. Nobody under the influence of alcohol or illegal substances is permitted to take part.** Alcohol is **not** to be consumed during group sessions. Anyone seen to be using illegal substances, or misusing chemical substances, will be banned and reported to the police.
- 6. No inappropriate behaviour\*** is permitted whilst taking part in group sessions.
- 7. If you are removed from a group,** you will be contacted by a representative of Richmond Fellowship to **discuss your wellbeing and other support which may be available.**

**PLEASE NOTE:** Our group facilitators and volunteers are trained professionals who are experienced in supporting people with mental health and wellbeing. However they are not qualified healthcare professionals, clinicians or therapists. These groups offer informal peer support to empower individuals to manage their own mental health and are not an alternative to crisis support.

If you are experiencing a mental health crisis, please visit one of the NHS mental health Safe Havens or phone the Mental Health Crisis Line or text SHOUT (SMS) 85258.

**\*Aggressive, abusive and inappropriate behaviour includes, but is not limited to:**

- Language (verbal or written) that may cause anyone to feel afraid, threatened or abused and may include threats
- Personal verbal abuse
- Inflammatory statements
- Distracting behaviour
- Bullying, harassment or discrimination
- Use of explicit / sexual language
- Derogatory remarks and rudeness to other members of the group
- Remarks of a racial or discriminatory nature
- Unsubstantiated allegations
- Being under the influence of alcohol or illegal substances or prescribed medications that might impair your judgement

**THANK YOU FOR  
YOUR UNDERSTANDING**

