



# Charlie Health Alumni

## Community Standards

Updated 7/22/24



# Charlie Health Alumni

## Community Standards Continued

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### Introduction

We are thrilled to welcome you to our community of alumni! At Charlie Health, our Alumni Program is designed to provide non-clinical, free support to ensure your journey continues smoothly after treatment. Whether you're seeking ongoing encouragement, resources, or simply a place to connect with others who understand, we are here for you.

We offer daily programs and two Discord servers open for alumni older than 15 years of age where you can engage with peers and access additional resources. Your well-being remains our priority, and we look forward to supporting you every step of the way.

Reviewing and agreeing to adhere to CH Alumni Community Standards is a requirement of participation in CH Alumni Programming.

### Group Expectations

- Group expectations ensure all alumni are respectful of others' time and confidentiality. Our goal is to create a safe, secure and welcoming environment for all participants.

### Joining a Group

- Arrive within 20 minutes into the start of the group. Arriving after 20 minutes will not guarantee your entrance to the group.
- Attend groups in a private room. Exceptions to this can be made during Charlie Health Alumni activities where family & friend participation is encouraged. Ensure your environment is free from others or wearing headphones (recommended).
- If you are joining a group with another alumni. You must each register with your own email for verification purposes. Please list both names with (alumni) after each name.

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### Group Expectations Continued

- Minimize distractions prior to the group beginning. Place your cell phone on silent, try your best to reduce background noise. Avoid excessive camera movement that could be seen as distracting to others participating.
- Participate sober. Contributing to Alumni activities while not under the influence keeps the group space safe for everyone.
- Avoid soliciting third-party promotions, self-promotion of personal businesses or services, and fundraising activities (including GoFundMe) unless directly relevant to group discussions.

### Participating in Group

- Check in with yourself. Alumni groups provide a space to connect with peers, but are not a clinical service and are not suitable for safety or stabilization support. If you are dysregulated or in need of crisis services, please utilize information on [this page below](#).
- Attendance Acknowledgment: Starting August 1st, 2024 Alumni will be allowed to participate in a limited number of weekly non-clinical Process based Alumni groups, with the ability to maintain community and connection within our Social Interest Groups. Alumni participants meeting or exceeding the group threshold will receive communication regarding additional resources and support from the Alumni Experience team.
- Recognize our Impact over Intent. We agree to share from our lived experiences and acknowledge that other group members may have different perspectives. Support will be offered without unsolicited advice unless requested, and we commit to being mindful of our emotions. While our stories are valuable, we recognize the importance of our feelings in sharing them and connecting with others, even when our experiences differ. Mutual support, openness, trust, and respect will guide our interactions, understanding that each of us may face unseen challenges. We pledge to approach interactions with compassion, respect, and curiosity, mindful of our impact on others and open to processing this impact in the group setting. Keeping "Impact over Intent" in mind, we take responsibility for the impact of our words and actions, regardless of our intentions. Throughout this journey, we strive to be compassionate towards ourselves, knowing that self-kindness is integral to our growth and well-being.

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### Participating in Group Continued

- Ensure balanced participation in group sessions allow others in the group to participate in the group setting. Alumni facilitators reserve the right to intervene if lengthy speaking time is occurring to ensure all participants have the ability to share during the group time.
- Limit your DMs. Direct messages should be limited to updating a facilitator if a subject request is triggering, requesting approval for a topic or asking for resources.
- Use trigger warnings. Participants should gain consent from all other group members prior to sharing a topic or content that could be triggering. Participants are encouraged to use language such as “I would like to talk about X [potential trigger subject]. Would that be okay with the group?” If a group member or facilitator does not consent, the participant should not share the content. If an alumni is not comfortable with the topic choice, they are able to DM the facilitator to address this concern.
  - Examples of content areas could include but are not limited to: SA (Sexual Assault), DV (Domestic Violence), SI (Suicidal Ideation), Substance Use (Outside that group), Death/Serious Injury, Child Abuse, Animal Abuse, Criminal Violence (Murders & Shootings). No weapons, hunting paraphernalia, or objects of injury can be present during any Alumni activity.
- Maintain confidentiality. No recording, screenshots, or screen sharing of unauthorized material while participating in Discord or any alumni events. Anything shared in Alumni activities is not to be repeated outside of the group or mentioned in Discord. This protects safety and protects group relationships. Do not disclose any protected health information including but not limited to date of birth, diagnoses, and/or last name. CH alumni groups, events and Discord are not clinical environments.

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### Communication Expectations

- Our Alumni activities uphold a strict policy against symbols, hate speech, and discriminatory language based on race, gender, sexuality, religion, and other identities. Explicit or NSFW content is not permitted. We prioritize respect, kindness, and zero tolerance for harassment, discrimination, or bullying. Always use members' preferred pronouns and names, and avoid discussing politics or other sensitive topics during group interactions and on our servers.
- If alumni choose to exchange contact information, both parties must consent, and Charlie Health staff is not liable for shared information. Respecting boundaries is paramount.
- Charlie Health staff does not oversee information shared between parties. Guidelines for disabling DMs are outlined in the #rules channel and #dm-requests Discord channel, with weekly reminders in the #general channel.

### Alumni Responsibilities

- Participating in the Charlie Health Alumni Program is 100% optional. You can choose to attend activities, participate in Discord, both or none. You can take breaks and come back whenever needed or wanted.
- Alumni services are not clinical services. If you decide not to join, your participation decision does not affect rights to receive clinical care.
- If your contact information has changed since your discharge/graduation, please submit updated information here so that we can keep accurate records.
- Charlie Health, the moderators and the other participants ARE NOT responsible for any information that you share in this forum.
- Please be advised that Charlie Health Discord servers, texts and emails are not monitored 24/7.
- Alumni facilitators reserve the right to remove Alumni from the group or mute alumni in Discord at any time based on this document. If/when that does occur, the facilitator will let Alumni staff know and the Alumnus will receive outreach from Alumni staff within one business day.

# Charlie Health Alumni

## Discord-Specific Community Standards

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### Discord Servers

#### Introduction to Discord

Alumni Programming at Charlie Health offers 2 Discord servers for Alumni ages 15-17 and 18+. This space is designed to build community, connect with peers, share interests, and stay updated with group reminders.

A Discord server is a community space within the Discord platform where users can communicate via text, voice, and video. These servers are organized into various channels, each dedicated to specific topics or types of interaction. We offer a variety of channels that focus on interests, social connection and event reminders. Participation is completely voluntary and does not impact your ability to participate in Alumni groups nor receive future care from Charlie Health's clinical programs.

#### Discord Participation

- Use appropriate channels: Keep conversations on-topic by using the designated channels for different topics.
- Avoid Triggering Language. This space is not intended for triggering language or discussions. Alumni should refrain from joining conversations if they anticipate needing to use such language.
- Communicate discomforts. Address conflicts respectfully and constructively. Please limit communications with any peers you are in conflict with until connected with an alumni staff member. If needed, email [alumni@charliehealth.com](mailto:alumni@charliehealth.com) with any concerns and you will receive a response within 1 business day.
- Read and adhere to all standards listed in Alumni Community Standards within this document.



# Charlie Health Alumni

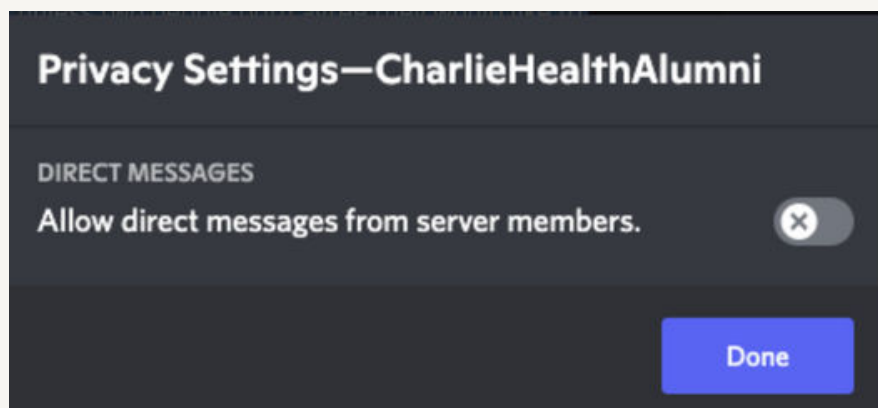
## Discord-Specific Community Standards

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### Discord Administration and Monitoring

- **Monitoring:** Discord is not monitored 24/7 and Charlie Health Alumni Programming reserves the right to implement conflict resolution policies outlined below.
- **Support:** Discord is not a space to come if you are in crisis. Please review crisis resources below.
- **Information sharing:** Charlie Health does not share personal information you provide to Discord. If Alumni staff are unable to verify your identity you will not be sent joining information to the server. Please respond to staff outreach in the event they need to verify your submitting information.
- **Protection of Health Information:** Discord serves as a public forum, not a clinical environment. While it will be moderated, Charlie Health and forum moderators cannot guarantee protection of your health information shared in the forum. You should refrain from sharing such information here, including information which would identify you such as last name or contact information. Charlie Health, moderators, and participants are not liable for any information shared in this forum.

Please select the green check mark located in the Read Me section of Discord acknowledging you have read and understand these above Discord guidelines. After you acknowledge the server settings, you will have access to the rest of the channels. Participation will be restricted until the acknowledgement is complete.





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### Conflict Resolution

Charlie Health Alumni Programming maintains a clear and strict conflict resolution process. Having a conflict resolution process is crucial for maintaining a positive community environment, ensuring fairness, and promoting accountability, which collectively enhance trust, safety, and overall well-being of members. This structured approach supports open communication and personal growth, contributing to a thriving and respectful community.

### Conduct Warnings and Violations

Alumni Programming participants that violate any of the aforementioned community guidelines and standards as written in this document will be subject to the following process:

Stage	Alumni Consequence
Warning	Alumni will receive a written warning regarding conduct. This includes, but is not limited to, using triggering language in the server, participating in conflict in groups or the Discord server, direct messaging another alumni without receiving permission and not following our community standards. Alumni Administrators have the right and will remove any posts containing triggering language and mute any alumni who are participating in or contributing to conflict.
First Violation	Alumni cannot attend groups or participate in Discord for 48 hours.
Second Violation	Alumni cannot attend groups or participate in Discord for 1 week.
Third Violation	Alumni cannot attend groups or participate in Discord for 3 business days while the Peer Disciplinary Committee reviews their violation. If appropriate, the alumni will be removed from alumni programming for 3 months. Throughout the three month time period the alumni will have the opportunity to participate in our Pathways to ReconnectionProgram in which they complete weekly milestones focused on social skills and emotional regulation.
Fourth Violation	Alumni cannot attend groups or participate in Discord for 3 business days while the Peer Disciplinary Committee reviews their violation. If appropriate the alumni will be removed from alumni programming permanently.

### Appeals:

If interested, Alumni must submit an appeal within 7 days of receiving the disciplinary action utilizing this [Google Form](#).

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### Crisis Support

If you are in crisis or in need of immediate assistance, please call 988.

#### Additional Resources:

- National TextLine: “Home” to 741741
- The Trevor Project: 866-488-7386
- Teen Life Line: 602-248-8336
- National LGBT Youth Crisis Line: 800-246-7743
- National LGBT Adult Crisis Line: 888-843-4564
- National Human Trafficking Hotline: 888-373-7888
- Charlie Health Admissions Line: 866-959-1162 (for readmission questions)

### Thank You!

Thank you for joining our community of Charlie Health Alumni! Our program is dedicated to supporting your journey post-treatment with non-clinical resources and a safe, welcoming environment. Please remember to review and adhere to our Community Standards to ensure respectful and constructive interactions within our community.

For any questions about our guidelines or to report any concerns, including potential breaches of access or complaints, please don't hesitate to contact us at [alumni@charliehealth.com](mailto:alumni@charliehealth.com). Your well-being is our priority, and we're here to assist you every step of the way.

Welcome, and we look forward to connecting with you in our alumni community!

Warm regards,  
The Charlie Health Alumni Team