

Charlie Health Alumni

Community Standards

Welcome to the Charlie Health Alumni Community!

Whether you have recently discharged or been an Alumnus for a while, we are excited to welcome you to our community. We offer a variety of programs and groups as well as Discord servers that are open for Alumni over 13 years old. Our community standards are designed to keep our participants safe and are essential for Alumni to adhere to while participating in any Alumni offering.

For questions about our community standards, or if at any point you feel that you need to report complaints, and/or potential breach of access please contact us at alumni@charliehealth.com. Please be advised that Charlie Health Alumni staff, Discord, this document, texts and emails are not monitored 24/7.

If you are in crisis or in need of immediate assistance, please call 911 or the National Suicide Prevention Hotline at 988. Additional crisis resources can be found [here](#).

Please review all sections prior to participating in Alumni offerings.

- [General Community Standards](#)
- [Participation Expectations](#)
- [Information Sharing](#)
- [Community Agreements](#)
- [Discord Standards](#)



Charlie Health Alumni

Community Standards Continued

General Community Standards

- 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/wanted.
- Charlie Health Alumni services are used for connection and a place to build a community of support and overall wellness. Alumni services are not clinical services. If you decide not to join, your participation decision does not affect rights to receive clinical care.
- Alumni services are free.
- Alumni activities include but are not limited to: Discord, non-clinical processing/contemplative groups, journaling, creative social hours, social activities (movie nights, gaming, bingo), yoga/meditation, and event nights.
- Alumni groups and services are non-clinical and do not reflect the views of Charlie Health.
- Charlie Health Alumni agreements help us frame a safe space to continue to learn and grow. When we work to meet each other with respect, openness, and good will, the Alumni experience is transformative.
- We offer the following guidelines as basic scaffolding for CH Alumni members to build from as they co-create living group agreements that protect, nurture, and sustain each group member. Alumni and staff alike are asked to follow these group agreements.
- Our goal is to make Charlie Health Alumni a flexible, safe, and compassionate environment where deep listening, authentic expression, and sustainable growth and healing can take place.
- In order to protect the safety of all participants and the integrity of the program, failure to follow any of the standard will result in:
 - Facilitator removing the Alumnus from the live group or offering;
 - Alumni staff will meet and discuss the Alumnus actions. Alumni will not be able to return to groups/offerings until a meeting with staff has occurred;
 - Removal from all Alumni offerings, including group, event and Discord participation.

Alumni groups and services are non-clinical and do not reflect the views of Charlie Health.

Charlie Health Alumni

Community Standards Continued

Participation Expectations

- Attendees should plan to arrive within the first 20 minutes. Arriving after 20 minutes will not guarantee your entrance to the group.
- Alumni facilitators reserve the right to remove Alumni from the group 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.
- Alumni facilitators craft their groups based on their own understanding and expertise. Feedback about a group or group design is welcome and can be sent to alumni@charliehealth.com.
- 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.
- 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.
 - 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.
- Participate sober. Contributing to Alumni activities while not under the influence keeps the group space safe for everyone.
- Any solicitation (including third party or self-promotion of personal businesses and services) unless it explicitly relates to what you are sharing in groups is prohibited.

Continued on next page.

Charlie Health Alumni

Community Standards Continued

Participation Expectations (continued)

- Objects that are recognized symbols of racism, homophobia, transnegativity and/or other messaging that threatens or disrespects people on the basis of race, ethnicity, gender, national origin, immigration status, age, religion, creed, spiritual identifications, disability, military status, sexual orientation, gender identity or expression are not permitted in any Alumni activity.
- Be conscious of your speaking time. 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.
- No recording, screenshots, or screen sharing of unauthorized material while participating in Discord or any alumni events. This is prohibited to protect confidentiality.



Charlie Health Alumni

Community Standards Continued

Information Sharing & Privacy

- Do not disclose any protected health information including but not limited to date of birth, diagnoses, and/or last name.
- Attend groups in a private room. No one is allowed in the room while you are in a group session. Exceptions to this can be made during Charlie Health Alumni activities where family & friend participation is encouraged.
- Take all appropriate precautions so that those outside of the room will not hear any conversations. Anonymity is key to creating an environment in which everyone knows it's safe to share. This could include ensuring your environment is free from others or wearing headphones (recommended).
- If your contact information has changed since your discharge/graduation, please submit updated information [here](#) so that we can keep accurate records.
- If Charlie Health Alumni are interested in exchanging personal contact information, and all parties have mutually consented, it is highly suggested they use the following methods of communication:
 - Friend/Direct Message each other in Alumni Discord servers;
 - Private Message each other in Alumni Group Zoom;
 - Email alumni@charliehealth.com so that Alumni Experience staff may facilitate the exchange of contact information
- Other methods of exchanging information are not condoned by Charlie Health Alumni staff and will not be encouraged.



Charlie Health Alumni

Community Standards Continued

Community Agreements

- We agree that confidentiality matters. Anything shared in Alumni activities is not to be repeated outside of the group. This protects safety and protects group relationships.
- We agree to pay attention to our feelings. Our stories are very important, but the feelings we have as we share them are just as important. We can use our feelings to connect with others, even when the experiences we bring to a group are different.
- We agree to be supportive to one another and to interact with openness, trust, and respect.
- We agree to remember that any one of us could be fighting a battle that others know nothing about.
- We agree to remain compassionate, respectful, and curious.
- We agree to become mindful of our impact on other group members and of their impact on us, and we understand that processing our impact on others and theirs upon us is a part of the non-clinical group process.
- We agree to try hard to be compassionate with ourselves. Being kind to ourselves along the journey, always, can only help.

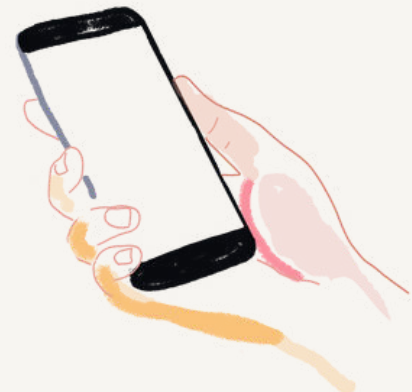


Charlie Health Alumni

Discord-Specific Community Standards

Discord Community Agreements

- All Alumni Community Standards should be followed while participating in Discord. It is required and important that you are familiar with the community standards prior to participating in Discord.
- Discord is a platform used for connection, and a place to build a community of support and overall wellness. If you decide not to join, your participation decision does not affect rights to receive care.
- Discord is a public forum and NOT a clinical environment. While the forum will have moderation, ultimately Charlie Health and the forum moderators are NOT in a position to protect your protected health information, and you should NOT have an expectation of being able to protect your protected health information (OTHER THAN by not sharing it at all) in this forum and such protected health information is NOT subject to HIPAA if shared in this forum.
- Charlie Health, the moderators and the other participants ARE NOT responsible for any information that you share in this forum.
- Discord will have access to my email and that Charlie Health will require me to complete a Google form listing my name, Discord username, email address and Alumni status (Teen or Young Adult). 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.

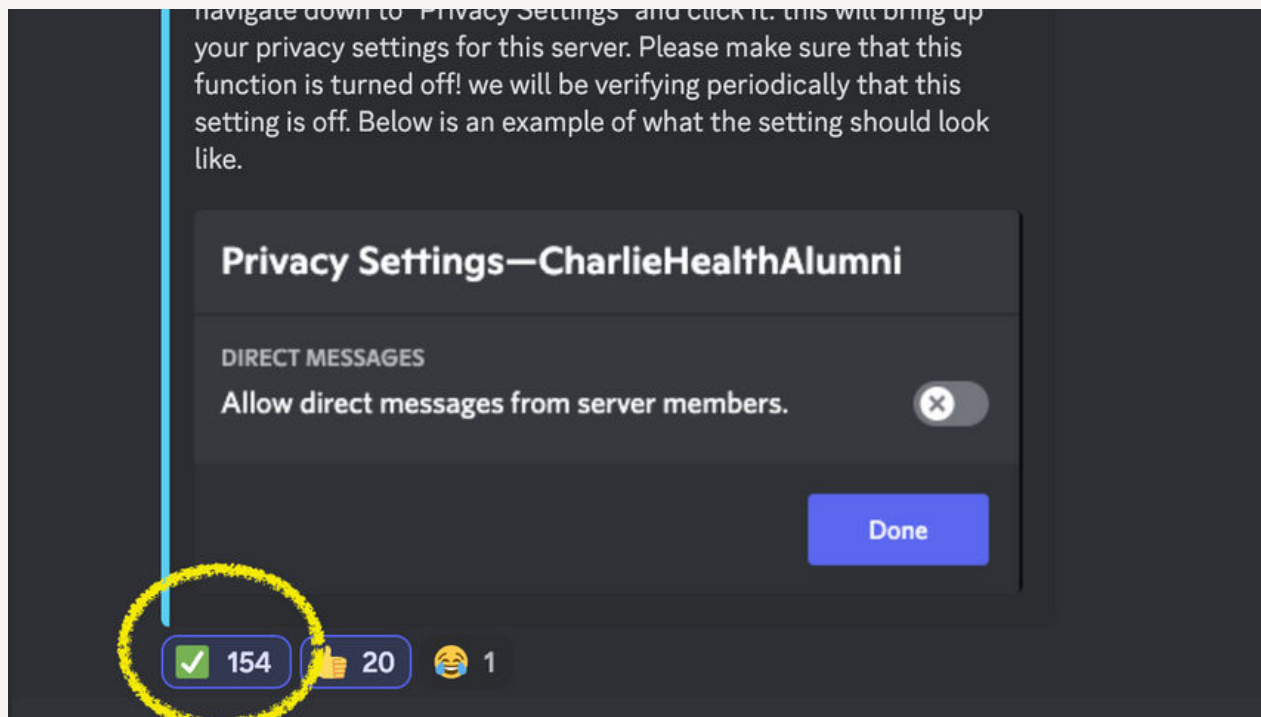


Charlie Health Alumni

Discord-Specific Community Standards

Discord Community Agreements

- All participants must acknowledge the server settings. You can do so by clicking the green check mark. 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.



Please be advised that Charlie Health Alumni staff, Discord, this document, texts and emails are not monitored 24/7.

If you are in crisis or in need of immediate assistance, please call 911 or the National Suicide Prevention Hotline at 988. Additional crisis resources can be found [here](#).