

# Community Standards

Updated 4/30/2025

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

## 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 groups Monday-Saturday** and two Discord servers open for alumni older than 15 years of age where you can engage with peers and access additional resources. Your wellbeing remains our priority, and we look forward to supporting you every step of the way.

## Adult and Teen Group Times:

### Adult Groups:

Monday–Friday: **12 PM, 3 PM, 4 PM, 6 PM, and 7 PM MST**

**Tuesday and Thursday 10 AM MST additional group options**

Saturday: **12 PM, 1 PM, and 2 PM MST**

### Teen Groups:

Monday–Friday: **3 PM, 4 PM, and 6 PM MST**

**Tuesday and Thursday 7pm MST**

Saturday: **1 PM and 2 PM MST**

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

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



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## 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

- **To access alumni groups log into the Care Center found [here](#).**
  - For Alumni Who Used the Care Center as a Client: You'll be able to use your existing login to connect directly to groups.
  - *If you do not already have a Care Center account, please complete this form to receive access within two business days: <https://forms.gle/wnND544hyrt3DkwH7>*



- All registrations will now be on one time basis, allowing you to sign up directly for the groups that align with your interests each week.
- **Please arrive within 20 minutes into the start of the group.** Arriving after 20 minutes will not guarantee your entrance to the group.
- You can access the Alumni Care Center from your computer or phone.
- Attend groups in a private room with a personal device. **Each alumni must join with their own device.** 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).
- 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.
- Identity-Based Group Participation: Charlie Health hosts multiple identity-based groups throughout the week to provide safe and affirming spaces for alumni with shared lived experiences. You can find these groups listed with a note saying \*Identity Based Group next to its online description. Before registering and joining a group, please review this list to ensure that the group aligns with your identity. These spaces are exclusively for alumni whose identity directly connects to that specific group. Example: The Black, Indigenous, and People of Color (BIPOC) LGBTQIA+ Group is only open to alumni who identify as both BIPOC and LGBTQIA+. Joining a group that does not align with your identity can result in a violation of our Community Standards. It is important that we all do our part as members of the alumni community to keep our groups and spaces safe for those they are intended to support. Respecting these group boundaries helps maintain a safe and inclusive space for all participants. If you have any questions about which groups may be the best fit for you, please reach out to the Alumni Team for guidance.

## 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.
- Alumni are welcome to attend up to 6 process-based groups per week. This limit ensures balanced participation across the community and allows facilitators to provide



meaningful support during sessions. Alumni are encouraged to explore unlimited skills and interest-based groups for additional opportunities to connect, learn, and engage.

- 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.
- Ensure balanced participation in group sessions allows 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.
- 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, please mute participants to take space and the facilitator will update you when the topic is concluded.
  - 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.



## 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.

## Where to Direct Your Questions

**To ensure your questions and suggestions are addressed appropriately and efficiently, please use the following designated spaces:**

- For Discord-related questions, use the #discord-questions channel.
- Please use our [Alumni Questionnaire](#) for:
  - General questions about alumni services
  - Connection with specific groups
  - Assistance with transitioning back into clinical care
  - Resources for mental health or community support
  - Technical support (e.g., accessing Zoom, Discord, Care Center)
  - Update your contact information
  - Update your Emergency Contact
  - Group ideas/suggestions
  - Other (please specify)
- A member of our team will follow up with you within **two business days**.
- Please **do not** DM moderators with questions or concerns. Mods will be available in the servers to follow up in the appropriate channels, but all inquiries should be directed to the spaces listed above. This helps us stay organized and provide you with the best support possible. Thank you for your understanding and cooperation! **All questions, concerns, updates and ideas should be sent directly to our [Alumni Questionnaire](#).**



## 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 non-clinical services. If you decide not to join, your participation decision does not affect rights to receive clinical care.
- If your contact information or emergency contact 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.

## Discord Servers

### Introduction to Discord

- Alumni Programming at Charlie Health offers 2 Discord serves 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. 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 or affect rights to receive clinical care.

### 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, please fill out [this form](#) with any concerns or questions about groups. **A member of the Alumni Experience Team will respond within two business days to provide support and guidance.**
- Read and adhere to all standards listed in Alumni Community Standards within this document.

## Profile and Bio Guidelines

**All participants in our servers must maintain profiles and bios that are respectful and appropriate for a supportive community environment.** Bios must be free of any content that is inappropriate, including but not limited to:

- Profanity or vulgar language
- Harassment, hate speech, or discriminatory language
- Mentions of explicit or triggering content, drug use (e.g., self-harm, substance use)
- Personal attacks or disrespectful comments toward others
- Promotional or external advertising not approved by the community

We strive to create a safe and welcoming space for everyone, and we ask all participants to ensure their profiles reflect this standard. If concerns arise, moderators may address and request updates to maintain the integrity of our community.

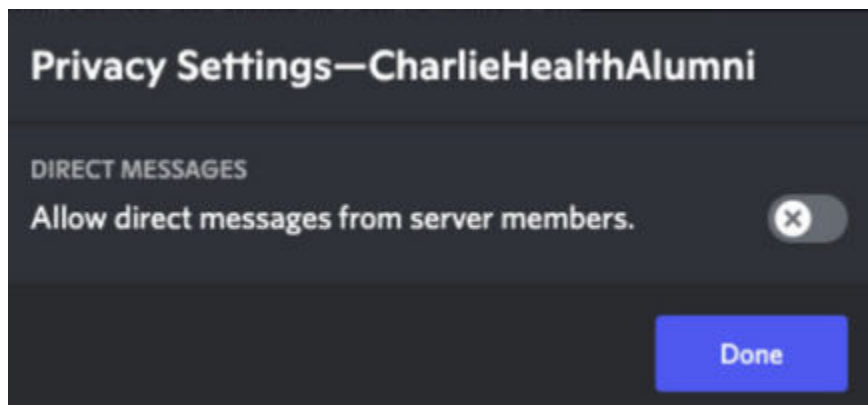
## Discord-Specific Community Standards

### 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.
- Please visit the #dm-requests channel to follow the instructions to turn off DMs in the server and exceptions on communication in DMs.



- Information sharing: Charlie Health does not share personal information you provide 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 the Discord guidelines listed above and more detailed in the channel. 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.



## 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

The Charlie Health Alumni Program and Discord server are designed to be safe, supportive, and inclusive spaces for all participants. To maintain the integrity and safety of our community,





all members are expected to adhere to our Community Standards (CS). Violations of these standards will be addressed according to the following tiered system. However, egregious acts or multiple violations within a single event may result in immediate removal from the program, bypassing the tiered process.

## **Process:**

### Violation Tiers & Consequences

#### Warning – First-Time Minor Violation

Member receives a written notice outlining the violation.

A reminder of community expectations is provided.

No immediate restrictions on participation.

Opportunity to correct behavior without further consequence.

#### Tier 1 Violation – 48-Hour Suspension

For repeated minor violations or a more serious first-time offense:

Member receives a formal notice of violation.

48-hour suspension from Discord and/or alumni events.

A reply back from the alumni confirming they understand the Community Standards and what future violations entail prior to returning to alumni groups.

#### Tier 2 Violation – One-Week Suspension & Final Warning

For ongoing issues following a Tier 1 violation or a significant single violation:

Member receives a final written notice.

One-week suspension from Discord and/or alumni events.

A reply back from the alumni confirming they understand the Community Standards that the next violation will result in permanent removal from the alumni community.

#### Tier 3 Violation – Permanent Removal from the Alumni Program

For severe violations, continued disregard for community standards, or actions that create a significant risk to the community:

Immediate and permanent removal from the Charlie Health Alumni Program, Discord, and all associated events.

Member receives a formal removal notice.

#### Immediate Removal for Egregious Violations

Some violations may override the tiered process and result in immediate removal from the Alumni Program. These include, but are not limited to:

Threats or acts of violence (including harm to self or others)

Harassment, discrimination, or hate speech



Sharing confidential or sensitive information  
Encouraging or promoting dangerous behavior  
Severe disruption of community safety  
Continued violations of the Community Standards in 48 hours

By participating in the alumni community and Discord server, members agree to uphold these standards and understand the consequences of failing to do so.

## 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

**Don’t Call the Police Line:** <https://dontcallthepolice.com/national/>

**Charlie Health Admissions Line:** 866-959-1162 (for readmission questions)

## Thank You!

### **Thank You for Joining the Charlie Health Alumni Community!**

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.

**Disclaimer:** Our Community Standards are subject to change and should be reviewed often to ensure you are following the most up-to-date version. **The date of the latest revision can be found on the title page.**



We're excited to have you as part of our alumni community and look forward to supporting you on your continued journey!

For any questions about our guidelines or to report any concerns, including potential breaches of access or complaints, please don't hesitate to [fill out this form](#). 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

