WhatsApp Guidelines

**General**

* All WhatsApp groups will have at least 2 admins.
* Always keep to the purpose of the group! Don’t share irrelevant messages about other topics.
* Do not spam the group! If you would like a group to share memes, adverts or deals with then set one up for that exact purpose and invite others to join.
* Don’t be offended if others leave. Not everyone wants the same information.
* Do politely excuse yourself before you leave a group.
* Post your message in one single chunk of text, don’t post every word or sentence in a new message.
* Do not have one-on-one conversations in the group. Switch to private messages.
* Do not post in any group between 00:00 and 08:00 unless it is an all-out emergency.
* If a message asks for a positive response, don’t reply in the negative. Only say if you are able to contribute.
* If someone asks a question and you don’t know the answer don’t respond with “I don’t know”. Just wait for someone who knows the answer to reply.
* Please don’t send in a hundred “thank you” messages. If you feel gratitude towards someone – tell them in a private message.
* If someone asks a question of a personal nature (like asking for advice) don’t respond if someone else has already answered, or else respond to the person directly in a private message.
* The group is not a political platform. No arguing, no heated opinions, no fear-mongering, no hyped-up drama, no fake news. Check your sources before you share.
* Never EVER use a group to berate someone else or air grievances. If you have an issue address it one on one with the relevant person.
* Please be mindful of your language and do not use obscenities in an offensive way.
* Please be respectful of ALL members on the WhatsApp group.
* Don’t send data-insensitive messages. No-one wants their last 3GB used up on uninvited memes.
* When the group has served its purpose (the hike is over) delete it.
* Hit “Mute” on your WhatsApp group. This is a sanity saver. You will still receive all the messages, but your phone won’t buzz or make a noise for every one of them.

If you are not sure, ask yourself these three questions before you post:

1. Is this relevant?
2. Is this necessary?
3. Is this a good time to post?

Anyone who feels that the guidelines are not being followed should contact one of the admins privately.

If anyone fails to follow these guidelines then following actions are available to the admin of the group.

1. Messaged privately to stop.
2. Messaged publicly to stop.
3. Removed from the group until a committee meeting is called.

**Helpliners Group**

* The purpose is to ensure the effective operation of the Helpline and to ensure swift communication between the Helpline Committee and the volunteers.
* Will follow all the General WhatsApp Guidelines.
* If a Rota Coordinator is asking for shifts to be covered all other discussions must be paused until either cover is found or the time as passed.
* Do NOT post anyone else's personal information in the WhatsApp group. (This includes numbers, email address or any other information that can personally identify anyone).
* If you are concerned about a caller’s welfare do NOT post on the group, contact the Day Coordinator privately or if no response one of the other Day Coordinators or the Helpline Coordinator.
* Please do NOT ask on the group if a meeting is running or for meeting contacts, passwords etc. If the information is not on the website then we do NOT know.

**Helpline Day Groups**

* The purpose is to ensure the effective operation of the Helpline, including the running of that particular day, to ensure swift communication between the Helpline Day Coordinator and the volunteers of that day.
* Will follow all the General & Helpliners Group WhatsApp Guidelines.
* Must reply promptly to the Day Coordinators’ morning call for shift availability.

**Standby Volunteers Groups**

* The purpose is to ensure the effective operation of the Helpline and to ensure swift communication between the Helpline Coordinator and the standby volunteers.
* Will follow all the General & Helpliners Group WhatsApp Guidelines.
* Must reply promptly to the Helpline Coordinator and Training Coordinator.

**Helpline Committee Group**

* The purpose is to ensure the effective operation of the Helpline and to ensure swift communication between the Helpline Committee.
* Will follow all the General, Helpliners & Helpline Day Groups' WhatsApp Guidelines.
* Before a proposal is made there must be some discussion before it is voted on.
* If a proposal is made everyone is required to respond.