



HealthUnlocked
Moderating high risk content

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Disclaimer : This document contains approaches and suggestions for administrators of HealthUnlocked communities. These should never be considered as formal guidelines or references. The context of health information is highly dependent on the mental and physical situation of the individual and in every case the administrator should use their own judgement as to the moderation of content and users.

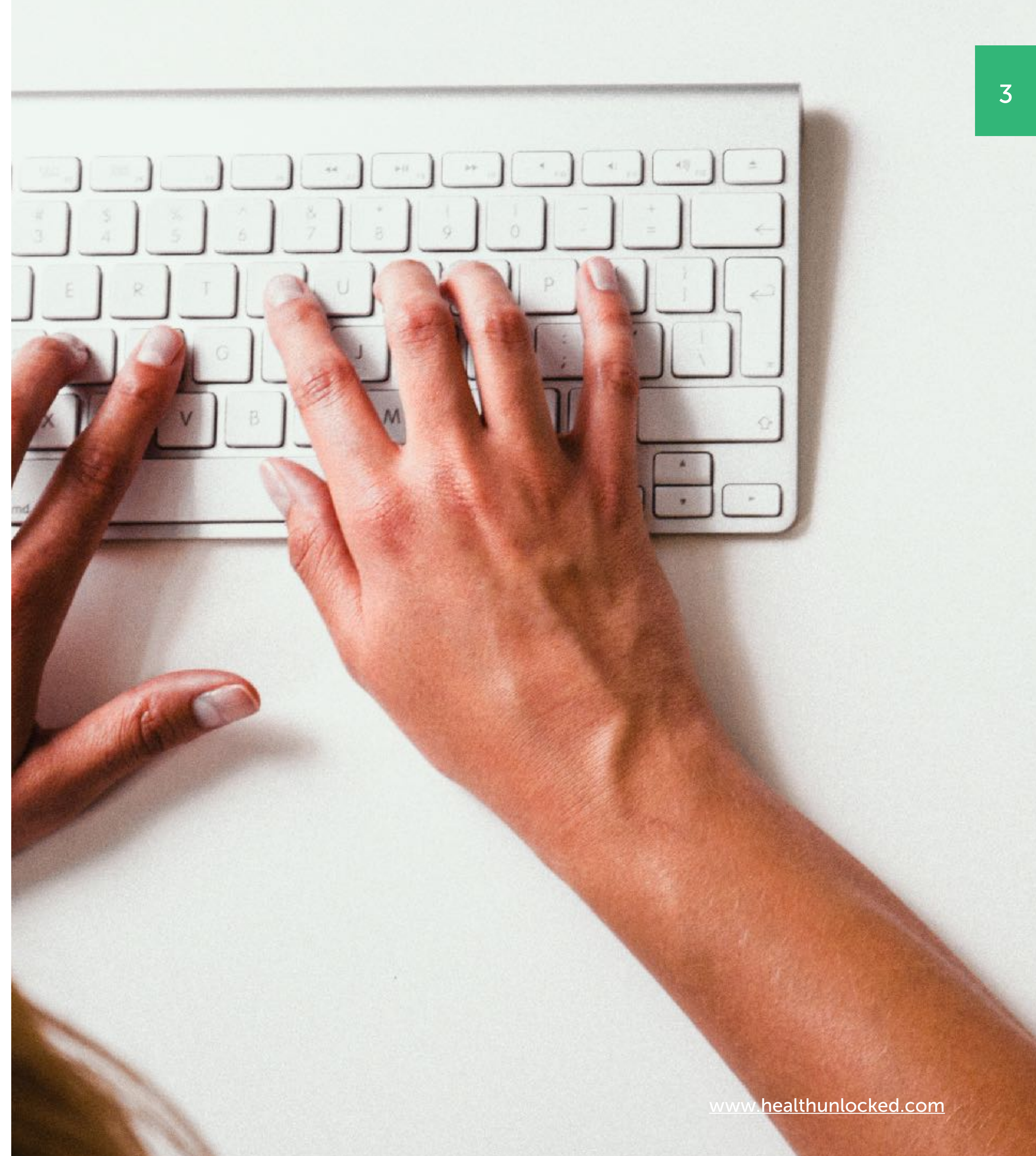
Moderating high risk content

This guide is to be used alongside the Moderating Content and Users document, which you can find [here](#).

HealthUnlocked is an anonymous website for people living with a wide range of health conditions. As a result, high risk content, such as discussions around self-harm and suicide, can occur. Some users can be particularly vulnerable if they have mental health conditions alongside other health conditions and this requires an extra level of moderation.

Here are some tips to help create and maintain a safe and supportive environment for users to discuss mental health concerns:

- ✓ Reply to new posts so users feel listened to. Even if you can't offer a resolution or an appropriate resource, a listening ear can be all that's needed for some users
- ✓ Try to calm any conflict/highly charged posts
- ✓ Signpost users to appropriate services where possible
- ✓ Add an alert to any posts that may trigger others in order to warn members of the potential distressing content before they continue reading.
- ✓ Follow the risk level approach of managing risky content and users found on page 6



Community guidelines

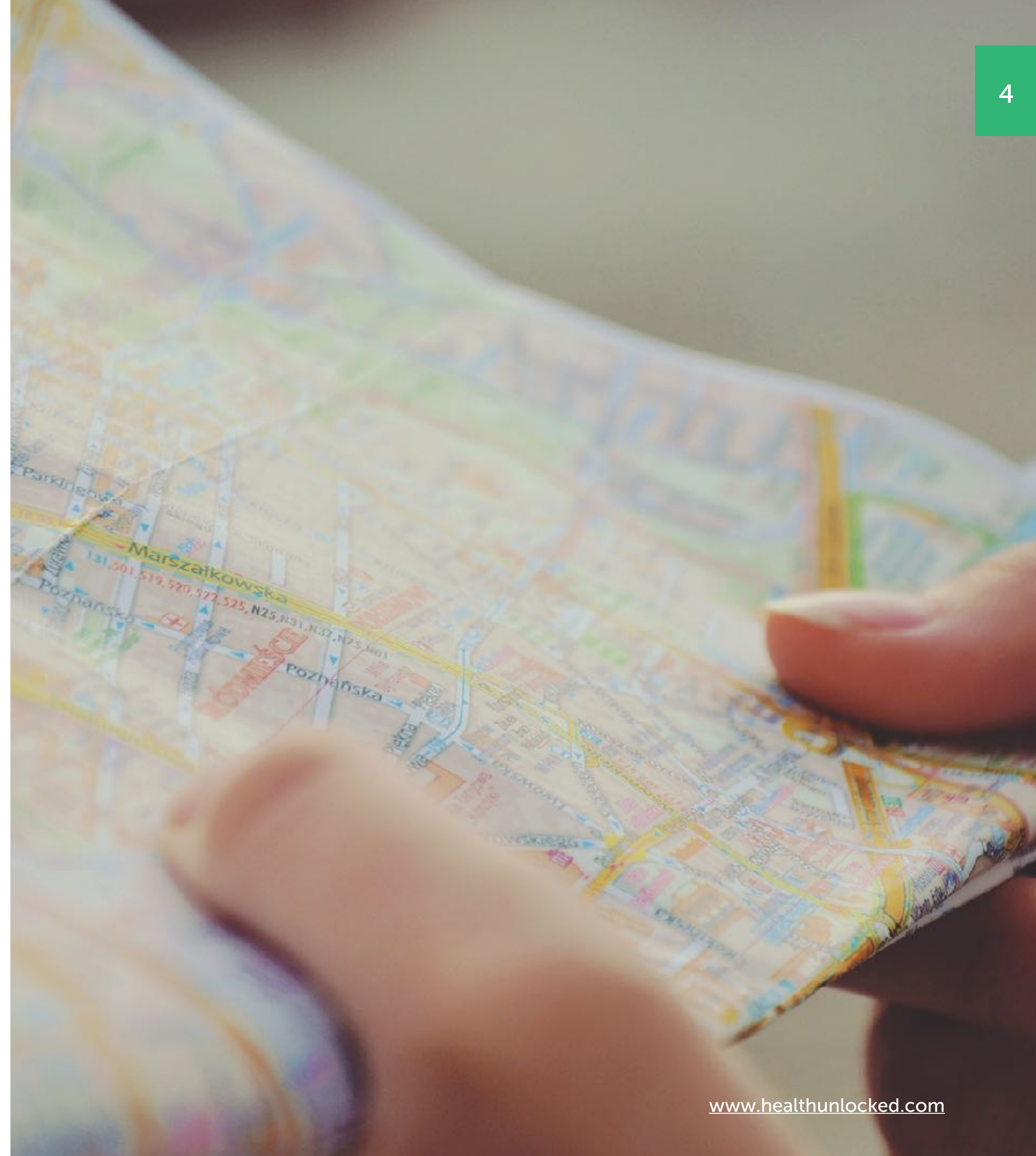
Each community should have Community Guidelines flagged in their pinned posts. Community moderators have a responsibility to report any suicidal/self-harm content, but also to help inform other users how to report this content.

Admins should make it clear that the actions they can take in high risk situations is limited. The information available to them may not allow them to provide as much support as they would like and professional advice should always be sought.

Community guidelines should:

- ✓ Advise users to report suicidal/self harm posts as well as [how to report](#)
- ✓ Include guidance on how suicidal/self harm content will be managed
- ✓ Advise users on the admins' limitations in supporting high risk users, e.g. an anonymous site means the only information available to admins are usernames and any information that the user chooses to share in their public profile
- ✓ Advise users to included an alert at the top of the post if it has potentially triggering content, for the safety of others
- ✓ Encourage members to look after their own well-being by avoiding content with an alert and to be aware of their limits/boundaries when supporting others

Mind, a UK based mental health charity, have also produced [this article](#) on 'how to stay safe' online. This might come in useful when determining what advice to share with users in the community guidelines.



Policies and procedures

Age limitation

HealthUnlocked have a strict minimum age policy of 16. If you suspect that a user is under the age of 16, they should be advised to contact their GP and directed towards age-appropriate resources in place of receiving unprofessional online advice from anonymous members. Please use the reporting function to notify the HealthUnlocked Support team of any underage users. They will be able to direct them to the appropriate resources and remove their account from the site.

Responsibility to keep HealthUnlocked safe

If a user has shared several posts about self-harm or suicide and you have already advised them to seek professional support, HealthUnlocked deem it appropriate to remove the user from the site in order to keep the community safe. Please report any user that is unable to use the site in a safe manner, or that are likely to trigger other community members with their posts.

Suggested alert for potentially triggering content

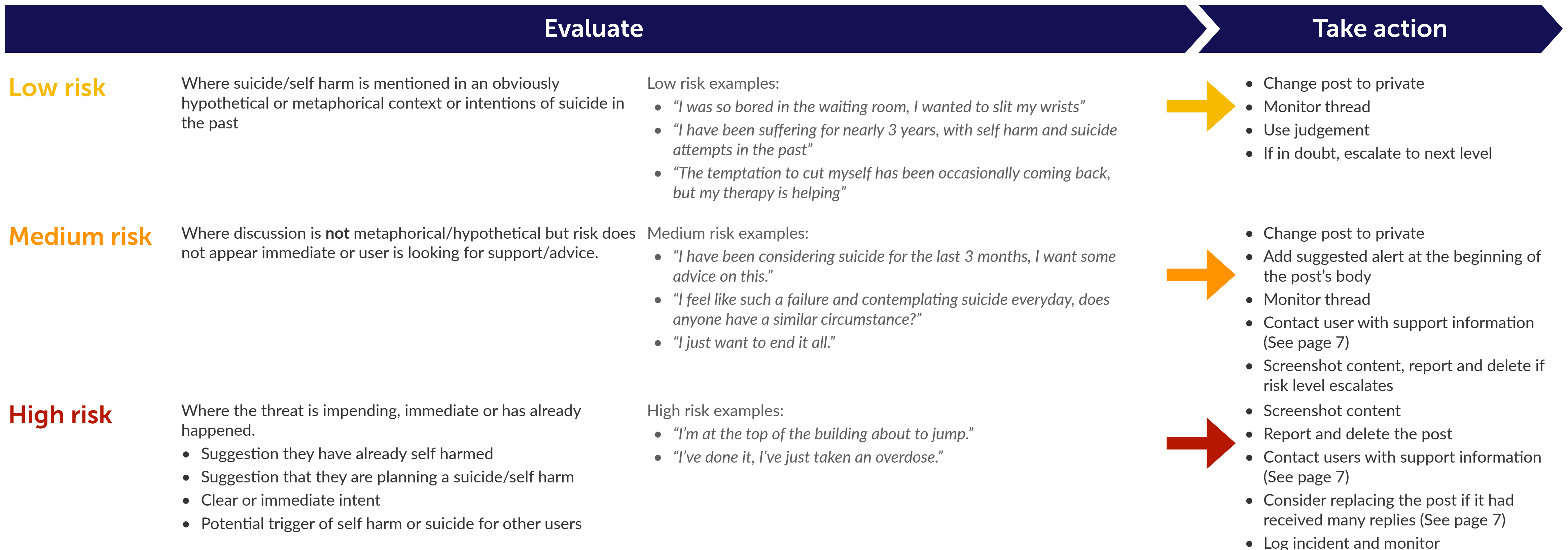
MESSAGE FROM THE ADMIN: This post contains information that could be upsetting. If you are feeling vulnerable, do take care if you choose to read this post. We are adding this message in accordance with the terms of use and HealthUnlocked community guidelines.



How do I evaluate risk of self harm or suicide to the individual?

Any discussion that includes the apparent intention of self-harm or suicide suggests the need for professional help and advice. Such discussion also presents a risk of distress and possible triggers to other vulnerable community members. Our principles are: report and remove the content as quickly as possible and contact the individual(s) concerned with compassionate advice to seek professional support and signpost them to relevant services.

Here is a flow-chart used to assess the risk level of a user who is posting harmful content and the actions that should be taken. Community admins are encouraged to follow a risk management strategy, whether it is the strategy below or your own. If in doubt of what actions you should take, get a second opinion from another moderator or contact the [HealthUnlocked Support team](#).



Communication

It's important to try to reassure high risk users to hold on, to seek professional help and that you have had to remove the post.

Below is a template that you can edit to make the tone more personal and natural:

Hi [username],

I wanted to get in touch personally. You're going through a terrible time right now and we take everything you say very seriously. I would urge you to talk about your situation with your doctor or a health professional you trust so that they can try to help you through this. Unfortunately, because this is an anonymous community and your situation right now looks so severe, we have had to take down your most recent post. Anonymous advice in this acute situation can make things worse, not better, and can also be a risk to other members of the community, which is why we unfortunately have to stick to this rule.

Please hold on and do not give up hope. If there's no one at hand you can contact: [INSERT RELEVANT SERVICES IN USER'S COUNTRY]

You might also want to consider addressing the removed post with your community, especially if the post had supportive replies from other users who might feel discouraged or concerned. It is at your discretion if you would like to do this.

Here is an example of a post you could share with your community to replace the risky post that was removed:

I'm posting this because we regretfully had to remove a recent post that implied the need for professional or medical help. Although an incredible level of support and advice exists in this community, it is anonymous, online and not professional in nature. In a critical situation, anonymous online advice carries the risk of misjudgement and harm, however well intentioned. We have to stick to our rule of taking down this type of post for safety's sake.

We have contacted the member with advice and contact details for services that can provide the appropriate level of advice to get through their situation. From the bottom of our heart we wish them well from the whole community and hope that they can get through this situation as quickly as possible.



Self care

How can I practise self care while moderating?

Managing risky content in a community requires an extra level of moderation and support which, at times, can be emotionally demanding and difficult.

The National Suicide Prevention Alliance advise moderators of online forums to be aware of how you're feeling and what you're doing, and to make sure you take your own wellbeing into account. Make sure you take some time out for yourself and do something you enjoy to help you relax and unwind (National Suicide Prevention Alliance, 2016).

It's important that you do not feel alone when managing emotional content. Share your thoughts and feelings with another admin/moderator, family or friends or even the [Support Team at HealthUnlocked](#), so you are not carrying the weight by yourself. A decision-making process should involve more than one person, so get a second opinion and share the responsibility of actions taken.

If you've done all of the above and still feel that things are getting too much, let the Support Team know. We're here to help you!

You can also get in touch with the organisations listed below who specialise in providing resources for those who support others:

Conversations Matter

conversationsmatter.com.au

Practical resources for supporting someone who is suicidal

National Suicide Prevention Alliance

nspa.org.uk/resources

Resources and information on suicide prevention and supporting people affected by suicide

Suicide Bereavement Support Partnership (SBSP)

supportaftersuicide.org.uk

Information for people supporting someone bereaved by suicide, with downloadable Help is at Hand report

Suicide is preventable

suicideispreventable.org

US-based online tool for talking about suicide.



Support resources & services

Below are some services that cover a range of different needs in a number of countries across the globe. Please share these within your communities as a 'pinned post' and keep them on hand to share with users. Let us know if you notice any are no longer available or if you know of others that could be added.

- 10 UK
- 11 Ireland
- 12 US
- 13 Canada
- 14 Australia
- 15 New Zealand
- 16 India



Support resources & services - UK

Samaritans

www.samaritans.org
Freephone: 116 123 (24 hours)
Email: jo@samaritans.org

Sane

www.sane.org.uk
Tel: 0300 304 7000 (6pm–11pm)

Mind

www.mind.org.uk
Tel: 0300 123 3393 (Mon-Fri, 9am – 6pm, except Bank Holidays).
Email: info@mind.org.uk
Text: 86463

OCD Action

www.ocdaction.org.uk
Tel: 0845 390 6232
Email: support@ocdaction.org.uk

OCD UK

www.ocduk.org
Tel: 0845 120 3778 (weekdays 9-6pm)

No Panic

www.nopanic.org.uk
0844 967 4848 (10am–10pm)

Bipolar UK

www.bipolaruk.org
020 7931 6480 (9am–5pm)

Beat

www.b-eat.co.uk
0845 364 1414
Email: help@b-eat.co.uk

CALM (men only)

www.thecalmzone.net
0800 58 58 58 (5pm-midnight)

Depression Alliance

www.depressionalliance.org

Rethink Mental Illness

www.rethink.org
0300 5000 927 (Monday to Friday 9.30am – 4pm)

BullyingUK

www.bullying.co.uk
0808 800 2222

Men's Health (sexual health)

www.menshealthforum.org.uk

Young people and under 18's:

Childline

www.childline.org.uk
Tel: 0800 1111

Papyrus (young adults)

www.papyrus-uk.org
Tel: 0800 068 41 41 (Mon-Fri: 10am-10pm, weekends: 2pm-10pm & Bank Holidays: 2pm-5pm)
Email pat@papyrus-uk.org or text 07786 209697

YoungMinds

youngminds.org.uk
Parent helpline: 0808 802 5544

The Mix

www.themix.org.uk
Online community and instant chat for people aged 16-25, including mental health.

Brook (sexual health)

www.brook.org.uk

Support resources & services - Ireland

Samaritans

www.samaritans.org

Tel: 116 123 (24 hours)

Grow

www.grow.ie/how-we-help

Tel: 1890 474 474

Aware

www.aware.ie

Tel: 1800 80 48 48 (10am to 10pm everyday)

Shine

www.shine.ie

Tel: 1890 621 631

Console

www.console.ie

Tel: 1800 247 247 (24 hours)

Support resources & services - US

National Suicide Prevention Lifeline

www.suicidepreventionlifeline.org

Tel: 1-800-273-8255

Crisis Chat

www.crisischat.org/chat

(online only service)

Start Your Recovery

startyourrecovery.org

The Trevor Project (specialising in LGBT suicide)

www.thetrevorproject.org

Tel: 866-488-7386

National Alliance on Mental Health

www.nami.org

Tel: 800-950-6264

SAMHSA

www.samhsa.gov

Tel: 1-800-662-HELP (4357)

(24/7 hotline, does not offer counselling but can transfer to state services)

Crisis text line

www.crisistextline.org

Text: 741741

Mental Health America

www.mentalhealthamerica.net

Crisis line 1-800-273-TALK

RAINN (sexual assault support)

www.rainn.org

Tel: 800.656.HOPE (4673)

Young people and under 18's:

Teenline

www.teenlineonline.org

CALL: 310-855-4673

TEXT: TEEN to 839863

Support resources & services - Canada

The Canadian Association for Suicide Prevention (CASP)
(Offers crisis centres and hotlines based on your geographical location)
www.suicideprevention.ca

Distress Centres
www.torontodistresscentre.com
Tel: 416-408-4357

Crisis Line (24/7)
www.crisisline.ca/english
Calling from Ottawa 613-722-6914
Calling from outside Ottawa 1-866-996-0991

Kids Help Phone
(Free phone for children and youth)
www.kidshelpphone.ca
Tel: 1-800-668-6868

Mental Health Helpline
www.mentalhealthhelpline.ca
Tel: 1-866-531-2600
Email: www.connexontario.ca/home/email

The Canadian Mental Health Association
www.cmha.ca
613-745-7750 (not a crisis line)

Healthy Minds Canada
www.healthymindscanada.ca

Mood Disorders Society of Canada
www.mdsc.ca
Tel: 519-824-5565
Email info@mooddisorderscanada.ca

Anxiety Canada
www.anxietycanada.ca

The Defeat Depression Campaign
www.defeatdepression.ca

The Schizophrenia Society of Canada
www.schizophrenia.ca

Support resources & services - Australia

000 - Emergency number

The Samaritans

www.thesamaritans.org.au

Samaritans Helpline: 135 247

Youth Helpline: 1800 198 313

Email: support@samaritanscrisisline.org.au

Lifeline

www.lifeline.org.au

Tel: 13 11 14 (24 hour)

Suicide Call Back service (24 hour)

www.suicidecallbackservice.org.au

Tel: 1300659467

SANE

www.sane.org

Tel: 1800 18 7263

Mental Health Australia

mhaustralia.org

Tel: : (02) 6285 3100

Grow

www.grow.org.au

Tel: 1800 558 268

Email: national@grow.org.au

Mind Australia

www.mindaustralia.org.au

Tel: 1300 286 463

Email: info@mindaustralia.org.au

Beyond Blue

www.beyondblue.org.au

Tel: 1300 22 4636

Young people and under 18's:

Kids Helpline

www.kidshelpline.com.au

Tel: 1800551800

Headspace

headspace.org.au

Support resources & services - New Zealand

111 - emergency number

Healthline

www.healthline.govt.nz

Tel: 0800 611 116

The Depression Helpline

www.depression.org.nz

Tel: 0800 111 757 (24 hour)

Lifeline

www.lifeline.org.nz

Tel: 0800 543 354 (24 hour)

Samaritans

www.samaritans.org.nz

Tel: 0800 726 666 (24 hour)

Young people and under 18's:

Youthline

www.youthline.co.nz

Tel: 0800 37 66 33

Free txt: 234

Email: talk@youthline.co.nz

Support resources & services - India

112 - emergency number

Vandrevala Foundation

www.vandrevalafoundation.com

Tel: 1860-266-2345 (24 hour)

Jeevan Aastha helpline

www.gandhinagarpolice.com/jeevan-aastha

Tel: 1800 233 3330 (24 hour)

AASRA

www.aasra.info

Tel: 91-22-27546669 (24 hour)