

Welcome to TRIANGLE. We hope that you feel comfortable and safe here. To help with this, we have put together a set of house rules and we ask all users to read and be mindful of these whilst participating in the online groups.

All contributions made to the online groups are checked against the house rules by a moderator before they become visible to all participants. The moderator will edit your messages if they do not comply to the house rules.

### SUMMARY OF HOUSE RULES

- **ENSURE CONFIDENTIALITY:** the TRIANGLE online support services are anonymous and to protect anonymity, we will remove comments/posts that could identify you or other people, e.g. details of where you live, contact information, social media profiles, etc.
- **AVOID UNHELPFUL COMMENTS:** There are some things that may be triggering and/or elicit strong emotions in others that you may not see as a problem. We will moderate content that includes references to weight, body mass index, food names and quantities, detailed descriptions or plans of self-harm techniques or abuse. Ultimately, the aim of these groups is to focus on ways to improve helpful behaviours.
- **POST RESPECTFULLY:** Share your experiences as you feel comfortable and remember to treat others the way you would wish to be treated. We will moderate offensive remarks and direct advice.

### BREAKING OF HOUSE RULES IN RELATION TO CONFIDENTIALITY

There are some exceptional circumstances where we will be required to pass on information, for example:

- We suspect a child or any other third party may be at risk of harm
- A user is at serious risk of harm, either from themselves or others
- A user threatens or abuses our staff

**Please read below for further details and explanations about the house rules:**

#### ENSURE CONFIDENTIALITY

We want to ensure all our users are safe online and for this reason, the following will be removed:

- Any personal information about yourself or someone you know – e.g. surname, school names, contact details, phone numbers, email addresses, social network profiles
- Specific locations - e.g. county, city, town, village, name of local landmark
- Details of an event you are planning to, or have attended – e.g. gigs, open days, interviews, theatre. These can be spoken about in general terms such as ‘I had an interview today’
- Discussions about meeting up face-to-face or on other forums outside of TRIANGLE.

Remember that lots of little pieces of information can be pieced together which could identify someone. It can be more useful to use general terms – e.g. ‘I am studying at uni’ rather than ‘I am studying drama at uni’.

#### AVOID UNHELPFUL COMMENTS

We would encourage you to be as open and honest as you feel comfortable with, however we do ask that you are mindful of other users when posting about the following:

##### *Eating disorder-related contents:*

- Names of food and drink
- Quantities of food
- Names of diets
- Height, weight or BMI calculations
- Graphic descriptions of eating disordered behaviours – e.g. methods of purging
- Detailed accounts of exercise
- Competitive content, i.e. encouraging eating disorder behaviours
- Content that could be considered pro-eating disordered

##### *Self-Harm-related comments*

Please avoid detailed descriptions of self-harm techniques or descriptions of behaviour that others may find distressing. Similarly, please avoid posting about plans or methods of suicide.

We will contact your treatment team if you disclose any suicidal tendencies or if we feel you are at risk of self-harm.

Please contact Samaritans, visit your GP or A&E if out of hours, you should experience suicidal thoughts.

##### *Abuse-related comments*

Please avoid graphic descriptions of abuse including: physical, sexual, emotional, neglect.

#### POST RESPECTFULLY

As a supportive community, we suggest:

- Sharing tips and strategies that work well for you when facing challenges related to the eating disorder.
- Treat others in a way you would like to be treated yourself.
- Respecting the privacy of others – there may be some questions or threads that users may prefer not to participate in; respect their choice.

We ask that you avoid:

- Telling people what to do – we are all individuals and experiences can vary from person to person.
- Posting rude or offensive comments, which could include:
  - Homophobic remarks
  - Racially offensive remarks
  - Sexist remarks
  - Threatening or aggressive remarks
  - Swearing

- Being personal when expressing a difference of opinion; address the conversation as a whole.
- Reliance upon one person for support – aim to use the community as a whole.

If you have any questions about TRIANGLE online support services, please contact Valentina ([valentina.cardi@kcl.ac.uk](mailto:valentina.cardi@kcl.ac.uk)) or Viviana ([viviana.aya@kcl.ac.uk](mailto:viviana.aya@kcl.ac.uk)).