

Board of Trustees Approval Date: 17th October 2023

Last updated: 17th October 2023.

Discord@longcovidkids.org

Safeguarding@longcovidkids.org



Long Covid Kids Discord Server Policy Document

Introduction:

The Long Covid Kids Charity (LCK) Discord Server is a dedicated and inclusive online platform tailored to provide a safe space for peer to peer support, information, and a sense of community for children and young people impacted by Long Covid. Our policy document sets out the guidelines and rules that LCK Discord members must follow/adhere to ensure a positive experience.

To learn more about Discord, its policies and user privacy and security measures, please visit their [Support Centre](#).

Rules of the LCK Discord Server:

- Treat everyone with respect - Be kind. Bad behaviour and/or bullying will not be tolerated.
- No spam or self-promotion (server invites, advertisements, etc) This includes private messaging other members.
- Select appropriate roles for channel access based on your age and whether or not you are living with Long Covid.
- No swearing or vulgar content. This includes text, images, links or other graphically upsetting content.
- Do not impersonate other members of the community. This includes profile pictures, usernames, nicknames, etc.
- Do not pressure other users for personal information if they wish to remain anonymous. This includes age, real names, phone numbers, location, etc.
- Do not be disruptive in voice chats. Being extremely loud, obnoxious, rude, or distracting in voice chats will get you muted.
- DO NOT ARGUE WITH ADMIN OR MODERATORS - Moderators and other staff members have the final say. Arguing with a moderator will result in a ban.

1. Purpose of the Discord Server:

The LCK Discord Server is established to:

- a) Facilitate a safe, supportive and understanding community platform for sharing experiences, social interaction, and opportunities for gaming, learning and playing together.
- b) Foster a positive and understanding community for participants to connect with others who share similar experiences.
- c) Offer a safe space for participants to express their feelings and concerns.

2. Eligibility and Participation:

- a) The LCK Discord Server is exclusively for children and young people aged between 13-18 years either:
 - i) who have experienced or are currently experiencing Long Covid, or
 - ii) who have a close connection to someone with Long Covid (e.g. sibling, relative or friend).
- b) Participants must adhere to the code of conduct and content guidelines outlined in this policy document.

3. Code of Conduct:

- a) Be Respectful: Treat all participants with kindness, empathy, and respect, irrespective of their background, experiences, or opinions.
- b) No Bullying or Harassment: Harassment, cyberbullying, or any form of intimidating behaviour will not be tolerated.
- c) Confidentiality: Participants must respect each other's privacy and an individual's right not share any personal information about themselves or others.
- d) Inclusive Language: Use language that is inclusive and considerate of diverse identities and experiences.
- e) No Hate Speech: Do not engage in hate speech, discrimination, or offensive language targeting any individual or group.
- f) Follow Moderator Instructions: Respect and comply with the directions of the Discord Server moderators.
- g) Report Concerns: If any participant feels uncomfortable or encounters inappropriate behaviour, they should report it to the moderators immediately.

4. Moderation and Enforcement:

- a) The LCK Discord Server will have designated moderators who will oversee the activities, discussions, and ensure compliance with the code of conduct.
- b) Moderators have the authority to warn, mute, temporarily ban, or permanently ban participants who violate the code of conduct or community guidelines.
- c) Moderators will strive to address reported concerns promptly and fairly.

5. Content Guidelines:

- a) Participants may share their experiences and thoughts related to Long Covid, but they must refrain from providing medical advice, suggesting treatments or healthcare interventions, or attempting to diagnose others.
- b) Users should not share inappropriate or explicit content, including but not limited to graphic images, videos, or offensive material.
- c) Promotional content, spam, or advertising is not allowed on the Server.
- d) Use caution when sharing external links, and ensure they are relevant and safe for all participants.

6. Parental/Guardian Involvement:

- a) Parents/guardians of children between 13-15 years must provide consent for their child's participation in the LCK Discord Server.
- b) Parents/guardians are encouraged to engage in discussions and monitor their child's interactions on the Server to ensure a safe environment.

7. Reporting and Resolving Issues:

- a) If a participant witnesses or experiences any violations of the code of conduct, they must report it to the moderators.
- b) Moderators will address reported issues promptly and, if necessary, take appropriate action to maintain a safe and supportive space.

8. Safeguarding:

We are committed to ensuring the safety and well-being of all participants in the LCK Discord Server and provide guidance below on how to address and report concerns related to safeguarding. We gather parent/carer contact details in case safeguarding issues arise.

a) Protection of Minors: Ensuring the safety and well-being of all participants, especially minors, is a top priority for Long Covid Kids. We strongly encourage parents/guardians to be actively involved in their child's participation in the LCK Discord Server, especially if the participant is between 13-15 years of age. Parents/guardians should regularly communicate with their child about their experiences on the Server, monitor their interactions, and provide guidance as needed.

b) Reporting Concerns: If any participant, parent, or guardian has concerns about the safety or well-being of a participant:

In case of emergencies or if a participant's safety is at immediate risk, please contact the relevant local authorities or emergency services.

In all cases report it to the Long Covid Kids Designated Safeguarding Lead at safeguarding@longcovidkids.org.

All reports will be treated with the utmost confidentiality and will be addressed promptly and appropriately.

d) Online Safety: We strongly advise participants to practise good online safety habits, which include not sharing personal information, such as full names, addresses, phone numbers, or any other sensitive information, with anyone on the Server. Participants should also be cautious when sharing personal stories or experiences and consider the potential consequences of sharing sensitive information.

e) Cyberbullying Prevention: Long Covid Kids is committed to preventing cyberbullying and harassment. If any participant experiences or witnesses any form of cyberbullying, harassment, or inappropriate behaviour, they should report it immediately to the moderators or the LCK Discord Server administrators via Discord@longcovidkids.org. LCK will take all necessary actions to address and prevent such incidents.

f) Mandatory Reporting: In accordance with UK laws and regulations, Long Covid Kids will adhere to mandatory reporting requirements in cases of suspected child safeguarding issues. This may involve reporting concerns to the relevant UK authorities as required by the law, such as the local authority's children's services or the police. LCK recognises its legal obligation to prioritise the safety and welfare of children and young people and will cooperate fully with authorities to ensure their protection.

9. Disclaimer:

The LCK Discord Server is a platform for peer support and community connection. It is not a platform for professional medical advice or treatment. Participants should consult with healthcare professionals for personalised medical guidance.

Long Covid Kids does not endorse or support any therapeutic interventions or diagnoses suggested or recommended through this Server, including any comments made herein or subsequent to it.

Long Covid Kids is committed and dedicated to maintaining a safe environment on the LCK Discord Server, prioritising the safety and well-being of all participants. While we make every effort to ensure a secure and welcoming community, we acknowledge that we may not catch every issue. Parents should be mindful that they also bear a responsibility for safeguarding their own children.

The purpose of this disclaimer is to clearly state that Long Covid Kids does not provide medical advice or endorse any specific therapeutic interventions or diagnoses mentioned within this Server or any related comments. It is important to recognise that the information shared in this Server is for informational purposes only and should not be considered as professional medical advice.

The revised disclaimer emphasises that any suggestions or recommendations made within the Server, as well as any comments that may follow, are not endorsed or supported by Long Covid Kids. This reinforces the organisation's commitment to providing unbiased information and

encourages individuals to seek professional medical advice from qualified healthcare providers for any specific interventions or diagnoses they may require.

Conclusion:

By joining the Long Covid Kids Charity Discord Server, all participants agree to abide by the guidelines and principles outlined in this policy document. The Server aims to foster a welcoming, supportive, and inclusive environment where children and young people can share their experiences, seek support, and connect with others who understand their journey with Long Covid. Together, we can create a strong community of resilience, kindness and understanding.

This policy document is subject to updates and modifications to ensure the best possible experience for all participants in the LCK Discord Server.

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Recognition • Support • Recovery

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