

Mencap's online community guidelines

Easy Read



What is Mencap's online community?

It is a safe place to ask questions about learning disability, share stories and offer other people support.

You could be

- a parent,
- a sibling,
- a friend,
- or a person with a learning disability.

These guidelines will help you to know:

- what you can post,
- how we look after the community, and
- how to get in touch if you have any trouble.





What to do if you are worried?

If you are worried about something you have read, or about someone, report it straight away using the **Report** button.

You can also get in touch with Samaritans at anytime by calling 116 123.

Be kind and calm



Remember that people might be having a hard time and may feel sensitive and worried.

Do not post anything that could upset someone or is unfair. If you wouldn't say it to someone's face, don't say it online.

Don't use swear words, and avoid using shouty capital letters; some people can find them upsetting.

Stay calm - If you see a post that upsets you don't reply. Instead, use click the **Report** button.



Don't play doctor

It's better to suggest that someone talks to their GP.

If someone gives you some advice, especially about your health, make sure you double check your GP.



Only post your images

Feel free to post images but make sure you have permission. Don't post any photos of people under 18 without permission from their parents.



Mencap's online community staff

Staff who look after the online community can remove, edit, move or close posts.

Staff only look after the community Monday to Friday from 9am to 5pm.

Mencap is not responsible for any posts, and we aren't agreeing with anything that is posted on there.

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Information about you

HealthUnlocked is the company that looks after the computers that our online community is on.

If you have any questions about your login, password, or account contact HealthUnlocked.



Emails

You will get regular emails about new posts from the online communities you have joined.

You can change the emails you get in the 'settings' area of your account.



Get in touch

If you have any questions contact Mencap and we'll do all we can to help.

Email Mencap on community@mencap.org.uk

For more information about staying online visit [Stay Safe Online](#).