

Blood Cancer UK Online Community Forum

- Terms of Use – Pages 1-4
- [Guide to Getting Started – Pages 5-8](#)

Terms of Use

Please remember that this online forum is for the purpose of peer to peer support between people affected by blood cancer. It exists to provide a safe, friendly and supportive environment where users can share experiences and offer support.

Information on this site should never be considered a substitute for medical advice provided by medical professionals. You should talk to your GP, hospital consultant, pharmacist or other allied health and social care professional if you have any questions or concerns about your health or care.

We ask users to be sensitive and supportive of each other at all times and to follow the following Terms of Use when posting messages to the community.

1. **Ensure this is the right place for you.** The Blood Cancer UK Online Community is intended for anyone affected by blood cancer. The Community is not intended for industry representatives or advertisers and these individuals or organisations are not permitted to participate on the site.
2. **Take a look around.** Browse through topics and conversations to see what our community is talking about and find issues important to you.
3. **Introduce yourself.** After you feel comfortable with our site, register to join in the conversation.

4. **Stay secure.** Remember that our site can be viewed by anyone. To guard your privacy, follow these simple rules: do not share your address, phone number, details about your family, or anything else you would feel

uncomfortable with others reading. If you post your personal email, be aware that you may receive spam e-mail from spammers who gather addresses off of the web. Furthermore, your user name will be visible to others. We recommend that you choose a nickname that protects your identity.

5. **Read and react to posts with care.** If you don't agree or are offended by someone's post, take a step back and think before you reply. Since we can't talk in person with each other, we must recognize that we may be misunderstanding stories or posts. Please be sensitive to others' feelings and ask for clarification before reacting.

6. **Search before starting new topics.** To keep the platform easy to use, please use the search bar to locate topics of interest before starting a new thread. If you start a new thread, please use obvious subject headings and words that will catch the attention of others.

7. **Watch what you post.** To keep this site safe for everyone, please do not post:

- The names of Doctor's, health professionals or treatment facilities.
- Links to websites with unreliable and untrustworthy content.
- Advertisements, requests for fundraising, items for sale, requests for study, survey and/or questionnaire participation
- Any abusive, racist, sexist or otherwise offensive language will not be tolerated and will be removed.
- Please **do not post anything that could be interpreted as medical advice**, including but not limited to linking to unverified research studies. This forum is not a substitute for the advice of an individual's healthcare team, and information posted within the forum should not be posed as such.
- We do not recommend the inclusion of sensitive personal information in any posts. Please be conscious of security and



confidentiality. Do not post the contact information of others without their consent.

8. **Sharing photos.** Please use good taste and appropriate images when adding photos to your profile or personal stories. Photos containing nudity are not permitted. Photos should be in .jpg format.
9. **Safeguarding and Child Protection – for those under 18 years old.** Keeping children and young people safe online is a shared responsibility. If you see anything that causes you concern, or makes you uncomfortable, please let us know by contacting us at support@bloodcancer.org.uk. To find out more about how to stay safe online you can see [Keeping children safe online | NSPCC 5](#)
10. **Not following the rules?** Blood Cancer UK Moderators will routinely scan the platform and will delete posts that clearly break the rules. If after a warning, you continue to post inappropriate messages or pictures or use offensive language in a post on multiple occasions, you will be notified via email and your account will be inactivated. If informed about targeted abuse or any inappropriate private messages, Blood Cancer UK staff will intervene and take appropriate action.
11. **Report foul play.** Help our Blood Cancer UK Moderators by reporting anyone that posts inappropriate messages or pictures by clicking the 'flag' icon. This will send a private notification to the Blood Cancer UK Online Community Moderators who will take appropriate action, or email support@bloodcancer.org.uk.
12. **Questions or concerns?** Please feel free to email us at support@bloodcancer.org.uk with any questions or concerns about blood cancer, or the Blood Cancer UK Online Community Forum. We want you to feel as comfortable as possible - we are here to support you.
13. **Terms & Conditions.** By posting your story, questions, concerns and other information on the Community, you grant Blood Cancer UK permission to publish, reproduce, record and use your stories as we see fit in any medium or forum in a manner which helps to further the Blood Cancer UK mission. Blood Cancer UK cannot verify every claim made by a third party contributor to our

Community and is not responsible for the authenticity of information posted. Any postings on the Blood Cancer UK Online Community site should not replace the advice of your own treatment team. Always check with your personal medical team before taking any action regarding your health.

14. If you are feeling vulnerable or you are concerned about your emotional wellbeing, The Samaritans Support Service is available 24/7 on Tel: 116 123 or email: jo@samaritans.org

15. **No financial requests** Please do not make any financial requests to other members of the forum, any posts or messages which do will be deleted and members may be suspended.

16. If you wish to post a petition regarding a blood cancer campaigning issue, please submit the petition for review before posting, by emailing support@bloodcancer.org.uk


Thank you for sticking to these guidelines and contributing to the Blood Cancer UK Online Community being a safe and supportive space for anyone affected by blood cancer.

Unsure how to use the forum or get started?
Take a look at our guide below.

Guide to Getting Started

How do I edit my profile?

We are so pleased that you've registered and joined the forum. To get started, you may want to personalise your profile.

The letter you see in the top right-hand corner is the first letter of your username. If you click on the  symbol, a dropdown menu appears. Click on preferences.

This is where you can add a profile picture (if you wish to) or add any other details to your profile.

Please note – your user icon and username will be visible to others. We recommend that you choose a nickname that protects your identity.

Replying to Posts

There's no pressure at all to start posting straight away but if you want to, feel free to start off here - [Introduce yourself](#) .

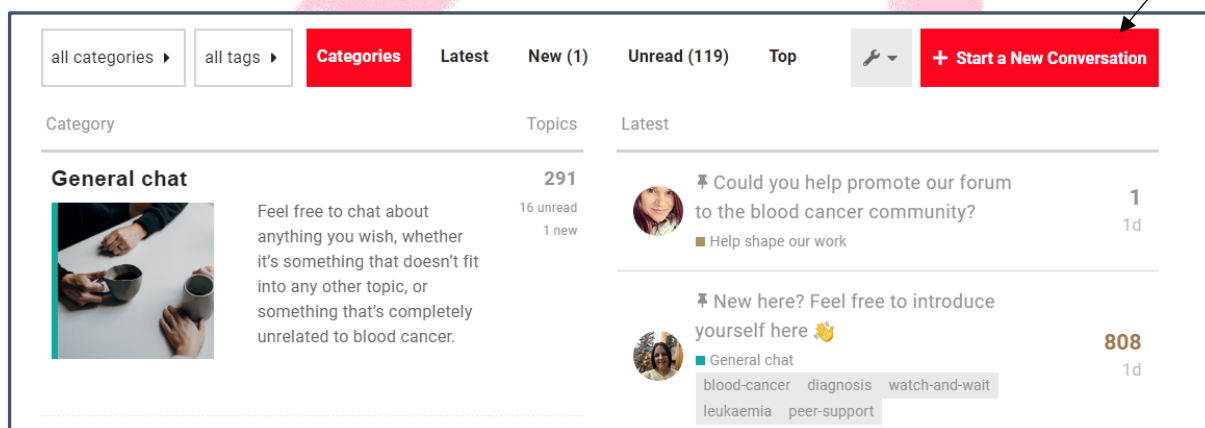
You can search the forum to see if there are relevant conversations which you which you want to join. You can search for keywords or topics via the search function at the top of the page. This will show any current threads containing similar words and themes.

To reply to a user, simply click on this button, within their post.



How do I start a conversation? And when?

Start a new conversation (also known as 'topics' or 'threads'), any time you want. If you search for a topic and can't find what you're looking for, feel free to start a new one! You can start a topic from the forum homepage by clicking 'new topic' on the right-hand side of the page. A task bar will pop up at the bottom of the page. You can then choose which category you think is most relevant to your topic.



To avoid lots of topics being created which are discussing the same thing, if you create a topic that is already existing, and the content is duplicated, we may merge them both into one topic. This hopefully makes the forum easier for people to use!

How do I edit a comment I have posted?

So you have posted a comment on a thread and you wish to amend it? No problem at all, just click on this little pencil icon and you will be able to edit your comment. All you need to do after that, is click "save edit" when you're happy with the changes.

Notifications

You will see a red notification symbol appear on your profile picture to tell you that you have a notification. This may be to tell you that someone liked your post, someone has replied to a post of yours or that you have been mentioned in someone's reply.... Clicking on your profile picture will bring up the list of notifications. You can use this to turn your notifications on and off as you prefer.

What is a Blood Cancer UK Forum Support Volunteer?

Blood Cancer UK Forum Support Volunteer are some of our wonderful volunteers who, like you, have also been affected by blood cancer in some way. They are trained to provide online support and help us to keep the community forum safe and supportive.

What should I do if I see an inappropriate post?

We want the forum to be a safe, welcoming place for everyone. Blood Cancer UK Staff & Forum Support Volunteers will be moderating posts on the forum. However, you may see a concerning post before we do. This can include content such as: posts containing offensive language, requests for financial assistance, or someone giving medical advice – please do flag these posts so we can take any necessary action. To flag a post, click on the three little dots below the post and click the flag icon, or alternatively, get in touch with support@bloodcancer.org.uk

If you feel you would like more information about what sort of things need to be flagged, please do feel free to have a look at our Terms of Use – <https://forum.bloodcancer.org.uk/t/community-forum-terms-of-use/4>

I am Concerned about Privacy

It is understandable that whilst our members are keen to reach out to other, there may be concerns about privacy. We recommend you take care with personal information and what you share about yourself, such as contact details, photos, your full name etc. You may wish to use a nickname as your username.

Maintaining boundaries is important. If you're ever concerned that a forum member is crossing boundaries, i.e., by becoming dependant on you for support, contacting you excessively, behaving inappropriately, please contact the Blood Cancer UK support team on 0808 2080 888 or support@bloodcancer.org.uk in the first instance. You can also contact Alice Randall, Senior Digital Support Services Officer, at arandall@bloodcancer.org.uk

I am concerned about a fellow forum member, what should I do?

If you do become concerned about the welfare of one of our forum members, we would strongly encourage you to flag the post if you can, and contact the Blood Cancer UK support team on 0808 2080 888 or at support@bloodcancer.org.uk

Though rare, an experience like this can understandably be very tough, so if you did feel like talking anything through after it has been flagged, the Blood Cancer UK Support Team are only ever an email or a phone call away.

Thank you for taking the time to read our Guide to Getting Started

That's it from us for now! We hope this guide has been helpful to you and look forward to hearing from you on the forum! If you have any questions or comments, then please don't hesitate to get in touch with the Support Services Team on 0808 2080 888. We're available Mondays 10am-7pm, Tuesdays to Fridays 10am-4pm and Weekends 10am-1pm. You can also email us at support@bloodcancer.org.uk