

General Posting Guidelines

Please remember that your post may appear on the newsfeed of every group member. To ensure posts remain relevant and topical, we would ask that in general you only post if you are:

- Asking a question about cleft lip and/or palate or associated conditions
- Asking for emotional support or good wishes from the community
- Posting a photo or talking about you/your child's progress
- Inviting group members to relevant events (please contact CLAPA if you wish to advertise an event on the CLAPA website or advertise related services to the group)

Not all relevant posts will fit into these categories, but if yours does not then please consider whether you would like every member of the group to see your post and if you think they will appreciate its content.

Other important things to bear in mind:

1. **Personal Protection** – DO NOT post personal details such as your address, phone number, email address, etc. If you wish to share these with a member, please message them privately or better yet email them. While we do our best to ensure that everyone in these groups has a genuine connection to cleft, these groups are still available to the general public and we cannot be responsible for others seeing and using your information. The moderation team may remove this content for your own safety. This also applies to members wishing to meet each other in person outside of CLAPA gatherings – this is a personal decision which you must make carefully, and for which CLAPA cannot be held responsible.
2. **Respecting Privacy of Others** – DO NOT post other people's personal details or photos unless they have given you explicit permission. This also goes for posting, sharing or discussing things from the group on your personal Facebook wall/timeline where people outside the group can see.
3. **Posting Links** - These must only be to relevant content such as blogs/websites about cleft lip and/or palate, events, or CLAPA/cleft-specific merchandise. Any links which do not appear to be relevant will be removed.
4. **Sensitive Topics** – The CLAPA support groups are NOT a place for serious debates or discussions about issues, but we understand that members will occasionally want to vent about sensitive or emotional topics, and that these posts may appear to be inflammatory. If someone is clearly in need of emotional support, please try to put your own feelings and opinions on the matter to one side and focus on providing them with the support they need instead of starting a discussion. If these posts get out of hand we will delete comments or the post as a whole.
5. **Generalisations** – When talking about your own personal situation, please use language that shows your post is only a reflection of your personal experiences, and avoid generalisations. E.g. Use 'I've had problems with X service and am upset about it' rather than 'X service is terrible'.
6. **Using controversial words or phrases** – CLAPA has a [language and terminology guide](#) to lay out which words and phrases we avoid using and why this is the case.

CLAPA Facebook Group Guidelines

General Posting Guidelines

While we cannot effectively BAN the use of certain words, we would strongly encourage all members to read our guide and carefully consider our reasons for asking you not to use them. If you choose to use these words and phrases anyway, please be aware that you may upset some people and will probably receive comments about how they are inappropriate. Posts that are deemed to be inflammatory will be removed without warning. This is not intended to censor anyone, rather to promote an atmosphere where everyone can feel welcomed and supported. If you feel like it is very important for you to continue using these words and phrases, we would strongly encourage you to consider if this is more important than maintaining a supportive and inclusive group.

The following content is NOT appropriate for the group and will be deleted without warning:

1. **Personal attacks** – these include negative personal remarks about other members, CLAPA staff or even health professionals
2. **Negative or unhelpful comments** – this is especially the case when the comment is about a child. The groups are a positive and safe space, and we encourage all our members to remember the old proverb: if you can't say anything nice, don't say anything at all.
3. **Advertising services** – any posts advertising services or products that do not appear to be directly linked to cleft or CLAPA will be deleted
4. **Posts intended to start a debate/argument** – this group is NOT the place for these kinds of discussions, please take them elsewhere. This includes posts ABOUT debates and arguments, or comments about people choosing to leave the group as a result. 'Goodbye' posts from people leaving the group will be left up for a few hours before being deleted. This is not intended to silence anyone, rather it is intended to ensure all posts in the groups are promoting a spirit of mutual support and that they remain a welcoming environment for new members
5. **Messages to specific people, including moderators** – unless the post is relevant to everyone in the group (e.g. 'So-and-so asked me about X, and others might find this information useful too'), please use private messages instead to avoid clogging up the timelines of the group members
6. **Excessively foul language** – We understand that members may wish to vent and will use our discretion with a certain amount of profanity, but please respect others and keep this to a minimum.
7. **Posts for the purposes of research or journalism** – please contact CLAPA first by emailing anna.martindale@clapa.com so we can ensure your post will be appropriate

REMEMBER: YOU are responsible for your own conduct, and for making sure you understand these guidelines before you post.

If you do not feel like the Facebook support groups are appropriate for you and would like to talk to someone on a one-to-one basis instead, please see our list of Parent Contacts on the website. http://www.clapa.com/medical/parent_contacts/