



all4maternity

**HUB**

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# ALL4MATERNITY HUB COMMUNITY GUIDELINES PLUS TOP TIPS FOR ENGAGEMENT

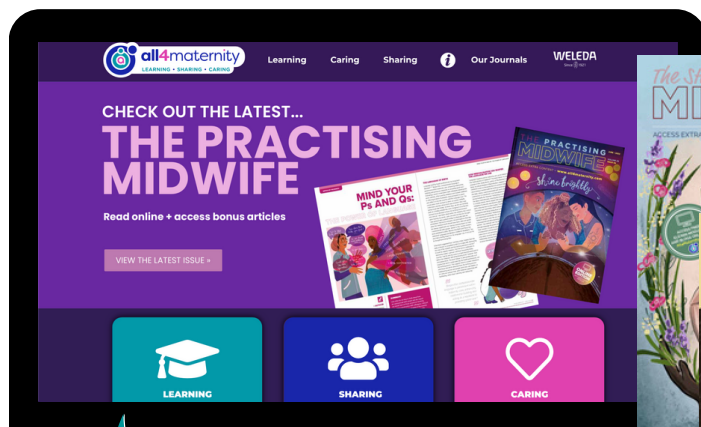
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## Welcome to the All4Maternity Hub Forums and Groups

Our community is committed to fostering a nurturing, supportive, and respectful space for all of our members. We aim to uphold the principles of compassionate care, curiosity, kindness, and openness across all our discussions and interactions. In order to ensure a positive and productive environment, we ask that everyone adhere to the following community guidelines:



# Quick Guide

**The THINK mnemonic is an excellent tool to guide interactions:**

## **T - Is it true?**

Before sharing, ask yourself if the information you're about to provide is accurate and based on credible sources. False information can mislead others and disrupt meaningful conversations.

## **H - Is it helpful?**

Is your response helpful to the conversation, person, or community? Strive to make contributions that add value, whether it's a useful resource, a constructive critique, or a supportive comment.

## **I - Is it inspiring?**

While not every post needs to be inspiring, consider inspirational quotes, a motivating personal experience, or a thought-provoking question that encourages others to think deeper.

## **N - Is it necessary?**

Will your input contribute to the conversation, distract, or detract from the current discussion? Keeping conversations focused can enhance the quality of discussions.

## **K - Is it kind?**

Always consider the tone of your message. Be sure your words reflect kindness and respect. We all come from diverse backgrounds and experiences, so what may seem unimportant to you might be significant to someone else.

This approach encourages thoughtful, considerate, engagement within our professional midwifery forums, aligning perfectly with our values of compassionate care, curiosity, and kindness.



# General Principles

**Contribute and get involved:** We welcome everyone to join in and contribute. Our Forums and Groups are strengthened by active and positive participation. The more people who engage, the more we learn, share and care.

**Compassionate Care:** Treat everyone with compassion, empathy, and respect. Everyone's experience is unique, and everyone's views deserve consideration. Remember that the person on the other side of the screen is a human being who may be going through a tough time.

**Curiosity and Openness:** Embrace a curious and open-minded approach to learning and conversation. Welcome new ideas, engage in thoughtful discussions, and allow others to express their viewpoints without interruption or disapproval.

**Kindness:** Always interact with others in a kind and supportive manner. Remember that words can have a profound impact, and use them to uplift rather than tear down.

**Transparent, effective Communication:** Maintain clear, respectful, and considerate communication. Do your best to express your thoughts in a way that can be easily understood by all members. Be patient with others who may have different communication styles or for whom English may not be their first language. Be yourself, ensure your profile reflects who you are. We prefer you avoid anonymity, so we can foster transparency across the Hub.

**Professional Conduct:** Adhere to the professional codes of conduct for midwives including but not limited to the International Confederation of Midwives (ICM) Code of Ethics, the Nursing and Midwifery Council (NMC) UK Code of Conduct, as well as other relevant professional bodies and regulators worldwide.

**No Bullying Policy:** Bullying, harassment, or disrespectful behaviour of any kind will not be tolerated. This includes, but is not limited to, personal attacks, hateful comments, and the dissemination of false or harmful information. We operate on a zero-tolerance policy for bullying and anyone found in violation may be removed from forum discussions and groups.

**Confidentiality:** Please respect the privacy and confidentiality of all members. Do not share personal or sensitive information about others without their explicit consent.

**Respect Intellectual Property:** Respect copyright and fair use laws. Do not plagiarize or use another person's work without proper citation or permission.

**Inclusivity:** Strive to include everyone in the conversation. Be open and accepting of different perspectives and experiences. Do not exclude others based on their background, identity, or differing views.

**Diversity:** Celebrate and respect the diversity of our community. Each member brings a unique perspective and valuable insights drawn from their own personal experiences. Use these differences to enrich our conversations and broaden your understanding.

**Bias Acknowledgement:** Acknowledge and actively work to overcome your biases. Be aware of your own assumptions, privileges, prejudices, and stereotypes, and strive to challenge and overcome them. Recognise how they might influence your interactions with other members and work to address this. Engage in critical reflection and take care to check in with other members. Listen and learn to each other, especially those who have differing points of view.

**Cultural Safety:** Be sensitive to the cultural differences among our members. Do not make assumptions based on stereotypes or preconceived notions. Be respectful of others' traditions, values, and customs. Ask questions when you're unsure and use it as an opportunity to learn and grow.

We thank you for your cooperation and commitment to creating a warm, understanding, and supportive community. We believe that everyone has a valuable contribution to make, and together we can make the All4Maternity Hub Forums and Groups a wonderful place to learn, share, and connect.

# Top tips for engagement

Engaging in professional midwifery forums can be a rewarding experience, offering a wealth of knowledge, opportunities for collaboration, and a strong sense of community. Below is a good practice guide for engaging and contributing to these forums in a meaningful way:

**Do Your Homework:** Before diving into discussions, familiarize yourself with the topics at hand. Read previous posts to get a feel for the tone, content, and etiquette of the forum. It's also a good idea to review any pinned posts or guidelines.

**Start with an Introduction:** A brief introduction can go a long way. Let people know who you are, what your background is, and what interests you about midwifery. This helps establish rapport and opens the door for others to welcome you.

**Be Respectful and Professional:** Maintain a respectful and professional tone in all your interactions. Remember that you are in a professional space and your comments should reflect that. Avoid using slang or informal language.

**Ask Thoughtful Questions:** Inquire, clarify, and encourage discussion. Thoughtful questions not only deepen your own understanding but also stimulate engaging dialogue.



# Top tips for engagement

**Share Your Knowledge and Experiences:** Contribute to the community by sharing your insights, experiences, and resources. However, remember to maintain confidentiality and privacy when sharing personal or sensitive information.

**Listen to Others:** Give others the space to share their thoughts and experiences. Listen actively and acknowledge their contributions. This not only promotes a culture of respect but also allows you to learn from the diverse experiences of others.

**Practice Cultural Sensitivity:** Be aware of cultural differences and be respectful of these in your interactions. Understand that practices and norms can vary greatly in different cultural contexts.

**Be Compassionate and Supportive:** Encourage and uplift others. A kind word or a supportive comment can make a significant difference in someone's day.

**Stay Open and Curious:** Keep an open mind and be willing to learn from others. Remember that everyone has something valuable to offer.

**Be Patient:** Not everyone may have the same level of knowledge or the same pace of learning. Be patient with others, and with yourself.

# Top tips for engagement

**Acknowledge and Cite Sources:** When using information from other sources, be sure to acknowledge and properly cite them. This respects intellectual property rights and allows others to refer to the original source if they wish to.

Remember, learning is a journey that we embark on together. When we share and care for one another, we build a stronger, more vibrant community. Happy learning!

# All4Maternity Hub Reports Procedure

At All4Maternity Hub, we take all reports seriously and are committed to addressing any issues in a fair, timely, and effective manner. This guide outlines the process for lodging and addressing reports about content, members, users, or comments.

## Step 1: Lodging a Report

If you encounter content or behaviour that violates our community guidelines, we encourage you to lodge a report. Please submit your report via our online report function, using the report categories supplied:

- Next to the post, comment, discussion, content or member, look for the more options three dots (these generally appear to the right of the comment, post, content or users name).
- Select report content flag
- Then select from the following report categories:
- You will not be able to block members that you have not connected with.
- All content will be visible to our reviewers in our moderation space once you have reported it, so you do not need to take any screen shots.
- It is not necessary to email us, in addition but we are happy for you to reach out if you need any support.

# All4Maternity Hub Reports Procedure

## Step 2: Report Acknowledgement

Upon receipt of your report, we will send you an acknowledgment via email within 5 working days. Content reports will trigger an automatic hide until this is internally reviewed, to ensure protection of all community members. All report acknowledgments will include a reference number, please keep this reference number for any future correspondence regarding your report.

## Step 3: Report Review

Our dedicated moderation team will review all reports on a weekly basis, as a minimum. This process involves:

- Examining the evidence provided
- Reviewing the content or behaviour in question in the context of our community guidelines
- If necessary, speaking with the user or members involved

Our team will strive to complete this review within 5 working days. In some complex cases, the review process may take longer.

# All4Maternity Hub Reports Procedure

## Step 4: Decision and Action

Upon completion of the review, we will take one of the following actions based on our findings:

1. If we determine that there has been a violation of our community guidelines, we will take appropriate action. This may include issuing a warning, suspending or terminating the user's account, or, in severe cases, reporting the incident to the appropriate regulatory authorities. We will communicate this decision and the action taken to you.
2. If we determine that there has been no violation of our community guidelines, we will communicate this decision to you and explain the reasons behind our decision.

## Step 5: Appeal

If you are unsatisfied with our decision, you may lodge an appeal within 10 working days of receiving our decision. Your appeal should provide clear reasons why you believe our decision is incorrect. We will review your appeal and respond within 15 working days.

**Note: Our decision after the appeal process is final.**

We appreciate your cooperation and commitment to making All4Maternity Hub a safe, respectful, and supportive community. If you have any questions about this process, feel free to reach out to us.