

## **Removing posts on closed Facebook group and blocking members**

The admins and moderators of the closed Facebook group strive to keep the group a safe and supportive space for people to share their emotions and feelings and seek peer support.

To this end, there are joining questions and group rules, all members must agree to rules on joining and from time to time these rules will be reposted as a reminder. Additionally, Facebook have a function called 'Admin Assist' where key words can be input, this will filter posts and comments so that the member is unable to post. For example any promotion of a cannabis product.

### **Removal of posts**

If any of the group rules is breached, a moderator or admin will remove the post or comment. If unsure, the post/comment will be discussed in the closed WhatsApp group and the decision made.

When a post/comment is removed, Fb give the option of ticking the relevant rule so the author will see the reason for removal.

ONLY ADMIN CAN PRIVATE MESSAGE the author if necessary.

Where possible, the offending post/comment will be captured in screen shot however, Fb can also capture details (as long as author does not delete)

The screen shots can be stored in [Incidents Folder](#) (in compliance with our retention of records procedure) in case needed in future – for example, if the author makes a complaint or re offends.

ADMIN can, if appropriate put a notice on the Fb group reminding members of the rules.

### **Blocking members<sup>1</sup>**

**Immediate blocking** – when a post/comment is promoting unsolicited goods eg; cancer cures, herbal remedies or lymphoma tee shirts – usually, the author will have joined the group with this intention. If a member posts an overtly racist statement or targets other member(s) with hateful comments or similar.

Moderators and Admin will discuss in the WhatsApp group to make each other aware and record the blocking.

A screenshot must be taken and saved in the Incident folder. (password protected)

Facebook Activity log will record who blocked the author.

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<sup>1</sup> Because every incident differs, for some, the ban may be for a period (for example 6 months) the banned member may rejoin with set boundaries and conditions.

**Following repeat rule breaking** - Rule 7 clearly states that Lymphoma Action reserves the right to block persistent rule breakers.

## **7 Removal of content / members**

Lymphoma Action reserves the right to remove any posts / messages that are considered inappropriate for the group / nature of the group, and to block any persistent rule-breakers from the group.

Moderators and Admin will discuss in the WhatsApp group to make each other aware and record the blocking.

A screenshot must be taken and saved in the Incident folder.

Facebook Activity log will record who blocked the author.

### **Please note**

We must always bear in mind that regardless of the joining questions, group rules, strict moderation and administration, some individuals may join the group with the intention of sharing their views or promoting their product. Moderators and admin continue to be vigilant in all areas in order to maintain group safety.