

# SHERECOVERY.COM

## Code of Conduct & Guidelines

As an additional perk to SheRecovery members, we facilitate private Relay chat groups, where individuals can experience community and accountability when away from meetings. Members should utilize the Relay app when support related to their recovery is needed (i.e. triggers, temptations, slips, encouragement, prayer, etc.). **To ensure a safe and distraction-free environment, the following code of conduct and guidelines have been put in place:**

1. Never under any circumstances should the codes for our Relay App groups **nor** the Zoom links or IDs for our meetings be shared with anyone—including in the Relay App groups. **Access to these details must be 100% limited to the Member Portal.**
2. Our Relay chat groups are not designed for crisis intervention. If you ever experience suicidal thoughts or feelings, reach out to the Crisis & Suicide Hotline *immediately* by calling or texting 988. It is free and confidential.
3. Refrain from using the **"Red Flag"** alert in the Main Relay group. When needed, send out a Red Flag alert **no more than once per week** in a smaller group, such as Prayer or Accountability Partners groups. Push notifications are burdensome when overused.
4. Chat messaging can often lead to misunderstandings about other's intentions. Ask for clarifying statements before assuming someone is being cruel, uninviting, or dismissive.
5. Unlike WhatsApp, the Relay App **does not allow private messaging**. Contacting a member outside of meetings or the Relay app without permission is strictly prohibited.

### Productive vs. Unproductive Sharing

- Instead of comments such as "I am sad," share what is making you feel sad. Then, give other members a step to support you such as, "What do you do when you're feeling this way (or when this happens)?"
- Instead of comments such as "I feel tempted to act out or I just acted out again," share what might have triggered you or what happened (be mindful of language). Then, give members a step to support you such as, "What could I do (or have done) differently?"

### Violations for Breach of Guidelines

Members may report concerns to support@sherecovery.com. When conduct is reported to and/or viewed by SheRecovery staff/facilitators as violating guidelines, the following may occur:

- 1st Violation: Written warning will be sent via email by a member of our team.
- 2nd Violation: Access to the Relay App will be revoked for 30 days.
- 3rd Violation: Access to the Relay App will be revoked indefinitely.

### The following may result in immediate removal from the Relay App or Membership:

- Providing access to Relay App codes or Zoom details outside of the Member Portal.
- Violating a member's confidentiality, and/or unwanted contact outside of meetings.
- Speaking negatively of other members, and/or of SheRecovery staff/facilitators.