



Welcome to the Navigating Dementia online Forum

What is the Navigating Dementia Online Forum and who is it for?

The Navigating Dementia Forum is a supportive online community for members of the RAF Community who are caring for someone with dementia. The Forum is here to help you connect with each other to offer and receive support, and to signpost to relevant information, advice and support.

Our Forum is open to all serving members of the RAF (regular and reserve), their spouses or partners, civil servants and contractors working with the RAF, and any other person who is working with the RAF in a supporting capacity (“the RAF Community”). To join the Forum you must over the age of 18 and caring for someone with dementia.

You can join the Forum by completing and submitting a registration form. Eligibility will be checked by the RAF Association before access is granted. In the interests of security, you will be asked to choose a user name during the registration process to protect your identity.

The Forum is moderated by staff of the RAF Association.

We want to ensure the Forum is a welcoming, supportive and safe place for you, so we ask everyone to follow the guidelines below. Please remember that every time you use the Forum you are agreeing to follow these guidelines, the RAF Association Terms and Conditions and Privacy and Cookies Policy.

Participation in the Forum is at your own risk.

Forum Guidelines

In summary, we ask you to:

- Be respectful
- Be supportive and sensitive to others
- Use the Forum to give and receive support

We also set out some guidelines to keep you safe and ensure that you understand your responsibilities when posting on and using the Forum.

1. Be respectful

We want our forum to be welcoming and supportive and also a place where people can express themselves freely about their caring situations. We understand people will have different opinions, but respect for others is essential and is a key component of the RAF's



ethos, core values and standards which we all support.

Please consider the tone of your posts - giving strong, judgmental opinions about another person's personal circumstances and choices can be upsetting to that individual and may put them off posting on the Forum, especially if the person posting is new to the Forum and has not been involved in an online community before. Try to base replies on the information given, rather than make assumptions about a person's circumstances.

Please avoid SHOUTING. This involves using lots of CAPITAL LETTERS in posts.

Where we consider a post to be offensive, intimidating, malicious or insulting we will remove it.

2. Be supportive and sensitive

Navigating Dementia and the RAF Association are here to provide information, advice and support to all members of the RAF Community who are caring for someone with dementia, whatever their caring situation, age, rank and background. We each have the right to make our own caring choices. Please be supportive of everyone using the Forum, whatever their caring situation and whatever stage they are on their caring journey.

Remember that people using the Forum may be going through a particularly challenging or difficult time. Please be sensitive to the fact that people may be feeling vulnerable, and consider how your message may be perceived by others. If we think that a comment could be insensitive we may decide to remove it to protect people using the Forum.

Occasionally you may come across another member of the Forum who you are particularly concerned about. If you think that someone is at risk of self-harm or suicide, please contact our staff team immediately at dementia@rafa.org.uk. You may also want to encourage the person involved to contact Samaritans by phone at 116 123 or by email at jo@samaritans.org

4. Use the Forum to give and receive support

The Forum is here for you to connect with other carers, support each other and signpost each other to relevant information, advice and support. RAF Association staff members will occasionally post in the Forum to ask if you would like to get involved in other aspects our work (e.g. sharing your personal story on this website).

Below are some suggestions to help make the Forum easy to use

Post in the right place

The Forum is divided into sections so you should try and make your post in the one that is most relevant. The RAF Association staff who moderate the Forum may move posts to other sections of the Forum if they think it would be more helpful for other users.

Stick to the topic

Please try and keep to the thread's original intention. We do not want to stifle the creative flow of the conversation but if a new topic evolves it is good practice to start again in a new thread. Moderators may lock topics that go off thread or move topics into new areas.

Links to/from other websites

You are welcome to post links (URLs) to other websites on the Forum if you think this would be helpful to others. When doing this please include a short summary and a link to the



relevant web page. Please do not cut and paste large sections of content from other websites onto the Forum. The posting of a URL on the Forum does not imply any endorsement and the RAF Association may remove URL's from posts if we feel they are not appropriate to the overall purpose of the community.

Commercial advertising or plugging of products, websites etc. is not allowed on the Forum and such posts will be removed.

You are welcome to post links on other websites back to the Navigating Dementia Forum. However, you should not copy large chunks of content from our Forum onto other sites.

Duplicate posts

Please do not make the same post in different sections of the community. Duplicate posts will be removed.

Research and consultations

Because the Forum is primarily to facilitate peer support, we do not allow third parties to post links to research or surveys. However, occasionally the RAF Association may start a thread in relation to research we are conducting by ourselves or in partnership with another charity.

5. Keeping safe

Please remember that the information you post is public and can be seen by all those using the Forum.

For your safety and security you should not post any of your personal information on the Forum e.g. real name, rank, work or personal address, email, or phone number. You should also not post any identifiable information about the person you are looking after. Do not post images.

We also ask that when you set up your username you do not use your full name. Any posts containing real names, addresses or phone numbers will be removed.

Your access to the Forum will be password protected and you should keep this password confidential.

6. Your responsibility for your posts

Postings to the Forum are not private. Do not use the Forum to post private messages. You are responsible for the content of your posts and the RAF Association does not accept any liability for the content or accuracy of your messages.

The content found within this Forum does not necessarily represent the view of the RAF Association or our moderators. Any posts, including advice and opinions of Forum users, are the view and responsibility of those users. Unless stated otherwise, views expressed in this forum are purely the views of the members and as such don't constitute professional recommendations or advice or the opinions of the RAF Association.

While we wish to foster mutual support and signposting any posting deemed to be inappropriate may be removed without warning.

How do we moderate our online community?

Our Navigating Dementia Forum is moderated by staff at the RAF Association. We recognise that most interactions are between members of the RAF Community who are



giving and receiving valuable support as they care for someone with dementia. We monitor all posts made on the Forum but we cannot guarantee that a member of staff will be on the forum 24/7 especially at weekends and at night. We will respond to any posts addressed to us as quickly as we can.

Our moderators will be looking out for any posts which do not follow the Forum guidelines or which are reasonably considered to be inappropriate and will remove them if necessary. This might include posts which:

- do not meet the Forum guidelines
- could be offensive, inappropriate or disruptive
- make comments that misrepresent or damage the reputation of the RAF Association
- are not constructive to the overall purpose and mission of the RAF Association

Moderators will also alert the appropriate RAF Association staff team if they are concerned about a forum user, especially if they think someone is at risk of harm. In such cases the staff team will follow the RAF Association Safeguarding Policy.

What happens if people don't follow the guidelines?

If you do not follow our Forum guidelines, we may have to suspend your account. If you repeatedly break our guidelines, we may implement a longer suspension or, as a last resort, a lifetime ban. If you are a member of the RAF Association and your action breaches our Members' Code of Conduct we also reserve the right to take action under the Complaints Administrative Procedure.

Posts discussing moderator actions taken by the RAF Association staff are not allowed, will be removed without prior notice and may result in further moderator action.

If you are unhappy with a moderation decision should contact dementia@rafa.org.uk and a member of our staff team will respond. If the issue cannot be resolved with our staff team, members should follow the RAF Association Complaints Procedure.

Anyone attempting to re-register under new names/email addresses who has been banned previously will have their accounts deleted.

What to do if you find offensive, inappropriate or disruptive comments

Please contact us at dementia@rafa.org.uk and we will take appropriate action as soon as we can.

Compliments and Complaints

We welcome all feedback about the forum and this should be sent by email to dementia@rafa.org.uk. Feedback about moderation of our online community should also be sent to this email address and not posted on the Forum.

Any complaints that are posted in the open area of the Forum will be removed.

Reviewing our Community Guidelines

These guidelines have been approved by the RAF Association Senior Management Team and will be reviewed regularly.

