Beat
Eating disorders

Online Groups - Easy Read

Welcome to Beat's Online Services! These are the easy read guidelines for Beat's online support groups.

Easy Read Guidelines

We want you to feel:

- Safe
- Comfortable
- Supported

To help with this, we have some rules. These rules are here to:

- Keep you safe
- Help everyone feel respected
- Make Beat a kind and helpful place

Please read these rules before joining our support groups.

All posts and messages in the groups are checked to make sure they follow the rules

Being safe online

We want everyone to be safe when using Beat's services.

To help keep you safe, we will remove any messages that include:

Personal information, like:

- Your full name (you can use your first name)
- Age
- School or job
- Phone number or email
- Social media name

Specific places, like:

- City, town, or village
- The name of a local place (like a park or building)

Being safe online

Events, like:

- Saying where you're going or where you have been (like a concert or interview)
- You can say things like "I had an interview today"

Things from other websites, like:

- Posts from blogs or social media

Plans to meet people, like:

- Talking about meeting others in real life or on different websites

Tip: Try using general words.

Like saying "I study at uni" instead of "I study drama at uni"

Lots of small bits of information can be joined together to find out who you are.

Posting Mindfully:

Beat is a safe place to talk about how you feel.

You can talk about the following topics, but please think about how your words might affect others. It's okay to talk about how you feel, but we cannot help you in a crisis (in an emergency) as we are unable to provide crisis support.

Eating disorders

You can talk about your eating disorder and how it makes you feel, but please be careful about what you write.

We will remove posts that include:

- Names, types or brands of food and drink *(You can post this in the ARFID Online Support Group)*
- Amounts of food
- Names of diets
- Weight, height or BMI measurements *(You can say 'body changes' or 'weight changes')*

Posting Mindfully:

- Details of eating disorder behaviours *(Like how you purge or control food)*
- Detailed descriptions of exercise
- Words or phrases that encourage eating disorder behaviours
- Pro-eating disorder content *(Like website, social media or phrases that promote harmful eating disorder behaviours or mindset)*

Let's help each other feel safe and supported.

Posting Mindfully:

Self-Harm

You can say things like:

- “I’m feeling low”
- “I’ve been struggling”

We may not be able to accept all messages as they could be triggering to others in the group. We will remove messages that include:

- Graphic or upsetting details
- Descriptions of how you hurt yourself

If you are thinking about hurting yourself, please get help right away.

Where to get help with self-harm:

- **Calm Harm app** – helps you manage urges to self-harm
- **Samaritans** – Call 116 123
- Your **GP** or doctor
- **A&E** (hospital) if it’s urgent

You are not alone, and help is available.

Posting Mindfully:

Suicide

You can say things like:

- “I’m feeling really low.”
- “I don’t feel like myself.”

We may not be able to accept all messages as they could be triggering to others in the group. We will remove messages that include:

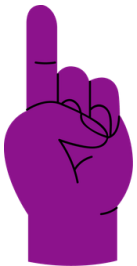
Detailed talk about suicide or suicidal thoughts

If you are having thoughts of suicide, please speak to someone who can help.

Where to get help with suicide:

- **SHOUT** – Text 85258
- **PAPYRUS (for people under age 35)** – Call 0800 068 41 41
- **Samaritans** – Call 116 123
- **Your GP or doctor**
- **Go to A&E (hospital)** if it’s urgent

You are not alone. Help is out there.



Posting Mindfully:

Abuse

It's okay to talk about difficult things. But some things need extra care and support.

If you talk about abuse, we will have to remove your message.

If you are being hurt or abused, please contact:

- **Women's Aid** – Support for women experiencing abuse
- **Victim Support** – Help for anyone affected by crime
- **SupportLine** – Emotional support for anyone in distress
- **Call 999** – If you are in danger right now

Beat cannot give emergency help, but we want you to be safe.

Posting Mindfully:

Physical Health

Beat is not a medical service and our advisors are not medically trained. We cannot offer medical advice around physical symptoms.

You can share how you're feeling, but we will remove posts that talk about:

- Physical symptoms or concerns
- Questions asking for medical advice

If you are feeling unwell or worried about your health, please contact:

- **Call 111** – for non-urgent health help
- **Call 999** – in an emergency
- **Speak to your GP or doctor**

Confidentiality – What we keep private

Beat wants you to feel safe sharing your thoughts.

What you say is private

But sometimes we may need to tell someone, to keep people safe.

We will only share information if:

- Someone is in danger
- Someone may hurt themselves or others
- Someone has serious physical health concerns
- Someone is threatening or being rude to Beat staff

We might contact:

- The police
- Medical professionals (doctor or nurse)
- Social services

We only do this if we really need to protect someone.

Posting Respectfully

Beat is a kind and supportive community.

Here are some ideas to help everyone feel welcome:

- Share your experiences as you feel comfortable.
- You can talk about good and bad feelings.
- Try to keep your posts related to the group topic.
- Sometimes messages that don't fit the topic may be removed.
- Treat others how you want to be treated.
- Be kind and respectful.
- Respect people's privacy.
- If someone doesn't want to answer a question, that's okay.

Please avoid:

- Telling people what to do – everyone is different.
- You can say what helped you instead.
- Posting rude or hurtful comments.

No bullying, name-calling, or bad words.

- Making lots of accounts (usernames).
- Being personal when you disagree.
- Talk about ideas, not people.
- Depending on one person for all your support.
- Try to talk with the whole group.
- Sending spam (unwanted or repeated messages).

Posting Respectfully

You can talk about people in your life, but please be kind and careful.

Please do not post:

- Names of treatment centres, doctors, or staff.
- Names of specific medicines.
- You can say “I take antidepressants” but not the medicine’s name.
- Medical or treatment advice for others.
- Posts that are not related to eating disorders, like random TV shows or news stories, unless it helps with or is related to eating disorders.
- You could mention a storyline in a soap or a specific tv show that you use as a distraction technique.

You can share resources (e.g. books or websites) that have helped you.

However, if they are not written or approved by Beat an advisor will need to check these first to make sure it’s safe.

- We do not allow AI tools or apps that are not checked by Beat.

Please keep in mind

Beat is for peer support – people helping each other.

Please do not post:

- Surveys, questionnaires, or research.
- Quotes or information you don't own, like from films, TV shows, books, or songs.

(We allow some quotes about eating disorders.)

- Rude or insulting comments about people, including celebrities.

If you have questions about Beat's online services, you can email:

help@beateatingdisorders.org.uk