charlie health | Alumni Program

Community Standards

Updated 7/28/26

Alumni Groups and Services Disclaimer

Alumni groups and services are non-clinical and do not reflect the views of Charlie Health. Charlie Health Alumni programming is not a substitute for therapy, medical advice, or crisis care. Participation does not constitute a therapeutic relationship.

Introduction
We are thrilled to welcome you to our community of alumni! At Charlie Health, our Alumni Program is designed to provide non-clinical, free support to ensure your journey continues smoothly after treatment. Whether you're seeking ongoing encouragement, resources, or simply a place to connect with others who understand, we are here for you.

We offer groups Monday–Saturday, along with a Discord server open to those 18+. Your wellbeing remains our priority, and we look forward to supporting you every step of the way.

Group Categories & Attendance

Our groups are split into three categories: Interests, Skills and Peer Process
Alumni may attend up to six Peer Process groups per week and enjoy unlimited Interest and Skills-based groups as long as they remain in good standing.

Reviewing and agreeing to adhere to CH Alumni Community Standards is a requirement of participation in CH Alumni Programming.
Alumni groups and services are non-clinical and do not reflect the views of Charlie Health.

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Group Expectations

Group expectations ensure all alumni are respectful of others' time and confidentiality. Our goal is to create a safe, secure and welcoming environment for all participants.

Joining a Group

- **To access alumni groups log into the Care Center found here.**
    - For Alumni Who Used the Care Center as a client: You'll be able to use your existing login to connect directly to groups.
    - *If you do not already have a Care Center account, please contact care.experience.team@charliehealth.com*
    - All registrations will be on a one-time basis, allowing you to sign up directly for the groups that align with your interests each week.
    - Please **sign up** for the groups you would like to join **prior to the start time** of the group or the groups will not appear in your schedule
    - Please plan to join groups on time. You may enter up to **15 minutes after the start of a group after registration**. Arrivals after 15 minutes are **not guaranteed entry**.
    - After **15 minutes**, entry will not be permitted unless you were previously disconnected due to technical issues and are rejoining.
- Moving between groups should be **very limited**, even before the 15-minute mark. After 15 minutes, participants should remain in their group. The only exception is if a Group Facilitator (GF) or Clinical Administrator (CA) asks for volunteers to switch breakout rooms.

- You can access the Alumni Care Center from your computer, tablet or phone.
- Attend groups in a private room with a personal device. **Each alumni must join with their own device.** Exceptions to this can be made during Charlie Health Alumni activities where family & friend participation is encouraged. Ensure your environment is free from others or wearing headphones (recommended).
- Minimize distractions prior to the group beginning. Place your cell phone on silent, try your best to reduce background noise. Avoid excessive camera movement that could be seen as distracting to others participating.
- All alumni are expected to participate in groups and activities while sober. Contributing while under the influence impacts the safety and comfort of the space for everyone.
- In addition, alumni should **not vape or use substances during groups**, whether on or off camera.
- Alumni may not solicit third-party promotions, promote personal businesses or services, or share fundraising activities (including GoFundMe). These activities are **not allowed** in Alumni spaces, and links of this nature may not be shared in Discord or groups.

Participating in Group

- Check in with yourself. Alumni groups provide a space to connect with peers, but are not a clinical service and are not suitable for safety or stabilization support. If you are dysregulated or in need of crisis services, please utilize information on the pages below.
- Alumni are **welcome to attend up to six process-based groups per week**. This limit ensures balanced participation across the community and allows facilitators to provide meaningful support during sessions. Alumni are encouraged to explore unlimited Skills and Interest-based groups for additional opportunities to connect, learn, and engage.
- Alumni participants meeting or exceeding the group threshold will receive communication regarding additional resources and support from the Alumni Experience team. Attending more than six process-based groups per week is not in line with our Community Standards and may result in a violation.
- **Recognize our Impact over Intent:** We agree to share from our lived experiences and acknowledge that other group members may have different perspectives. Support will be offered without advice unless specifically requested and we commit to being mindful of our emotions. While our stories are valuable, we recognize the importance of our feelings in sharing them and connecting with others, even when our experiences differ. Mutual support, openness, trust, and respect will guide our interactions, understanding that each of us may face unseen challenges. We pledge to approach interactions with compassion, respect, and curiosity, mindful of our impact on others and open to processing this impact in the group setting. Keeping "Impact over Intent" in mind, we take responsibility for the impact of our words and actions, regardless of our intentions.

Throughout this journey, we strive to be compassionate towards ourselves, knowing that self-kindness is integral to our growth and well-being.

- **Conflict Resolution:** Communicate discomforts. Address conflicts respectfully and constructively. If you have an issue with another member please limit communications with any peers you are in conflict with. If needed, please email care.experience.team@charliehealth.com for assistance.
- **Balanced Participation:** To maintain a supportive and respectful group environment, it's important that everyone has the opportunity to share and be heard. Alumni are expected to keep contributions balanced and mindful of others in the group.
- If a participant's speaking time becomes lengthy, Alumni facilitators may intervene to ensure all members have space to contribute. We understand that sometimes not everyone will have a chance to share. If you have already shared in a previous group that day, we ask that you **open up space for your peers** to contribute and receive support. This approach helps create a fair, inclusive, and supportive group experience where every voice matters.
- If you would like to opt out from being recorded during alumni group sessions please complete this form.

Identity-Based Group Participation:

Charlie Health hosts multiple identity-based groups throughout the week to provide safe and affirming spaces for alumni with shared lived experiences. These groups are marked with *Identity Based Group* next to their online description.

It is essential that you only register for and attend groups that match your lived identity. These spaces are exclusively for alumni whose identity directly connects to that specific group. This includes our age based groups. For example, the Black, Indigenous, and People of Color (BIPOC) LGBTQIA+ Group is only open to alumni who identify as both BIPOC and LGBTQIA+. Joining a group that does not align with your identity will violate our Community Standards and impact the safety of the group.

To support safety, group expectations may include being asked to come off camera, introducing yourself, and sharing your intersectionality. Respecting these boundaries helps maintain a safe and inclusive environment for all participants.

If you have questions about which groups are the best fit for you, please reach out to the Alumni Team for guidance.

Trigger Warnings & Content Guidelines

Participants should use **trigger warnings** and gain consent from all group members before sharing topics or content that could be triggering. A suggested approach is:
"I would like to talk about X [potential trigger subject]. Would that be okay with the group?"

If a group member or facilitator does not consent, the participant should **not share the content**. Participants are encouraged to **take space** if they are uncomfortable with a topic, and the facilitator will update you when the topic has concluded.

Examples of content requiring advisories include but are not limited to:

- Sexual Assault (SA)
- Domestic Violence (DV)
- Suicidal Ideation (SI)
- Substance Use (outside of relevant groups)
- Death or Serious Injury
- Child Abuse
- Animal Abuse
- Criminal Violence (murders, shootings)

Additional Guidelines:

- **No weapons, hunting paraphernalia, or objects of injury** may be present during any Alumni activity.
- Charlie Health Alumni spaces are **not a political or religious platform**. Political and/or religious discussions and opinions should **not be shared in groups**.

This ensures that our Alumni spaces remain **safe, supportive, and inclusive** for all participants.

Maintain Confidentiality

To protect the safety and trust of our community, confidentiality must always be maintained.

- No recording, screenshots, or unauthorized screen sharing is allowed during Alumni groups, events, or in Discord.
- Anything shared in Alumni spaces should not be repeated outside of that specific group or carried into Discord.
- Sharing conversations or experiences from other or previous Alumni groups may be considered a violation of our Community Standards. Each group's discussions are meant to remain within that group.
- Please do not disclose protected health information, including but not limited to date of birth, diagnoses, or last name.

Charlie Health Alumni groups, events, and Discord are not clinical environments. If you have concerns from a group that you would like to share, please use our Alumni Questionnaire.

Chat-Only Group Expectations (e.g., BINGO)

Certain Alumni groups, like BINGO, are structured as chat-only spaces to support accessibility, comfort, and clear facilitation. In these groups, it is essential to follow specific guidelines to help maintain a safe and inclusive environment for all participants:

- Remain on mute throughout the session unless directly invited by the Group Facilitator to come off mute. This helps maintain focus and flow for the group and ensures the facilitator can effectively guide the experience.
- Be kind and respectful in the chat. Humor and connection are welcome, but comments that are sarcastic, passive-aggressive, or could be misinterpreted may create confusion or discomfort. Please remember that tone is harder to interpret in text.
- Avoid side conversations, calling out others, or responding in a way that could escalate conflict. If concerns arise, the facilitator will address them directly.
- Use the chat to engage with the group activity. Keep comments relevant to the game or discussion at hand so the group remains focused and inclusive.
- Support group boundaries. If you're feeling activated or need space, it's okay to pause your participation and rejoin next time.

These expectations are in place to protect the emotional safety of all participants and to ensure facilitators can manage group dynamics effectively in a non-clinical setting.

Communication Expectations

- Our Alumni activities uphold a strict policy against symbols, hate speech, and discriminatory language based on race, gender, sexuality, religion, and other identities. Explicit or NSFW content is not permitted. We prioritize respect, kindness, and zero tolerance for harassment, discrimination, or bullying. Always use members' preferred pronouns and names, and avoid discussing politics or other sensitive topics during group interactions and on our server.
- If alumni choose to exchange contact information, **both parties must consent**, and Charlie Health staff are **not liable** for any shared information. Respecting boundaries is paramount. Charlie Health staff do **not oversee information shared between parties**. Guidelines for managing DMs are outlined in the **#rules-and-guidelines** and **#dm-requests** channels on Discord.
- Alumni who wish to connect for **peer-led activities**, such as **movie breaks or book clubs**, must post invitations **only in #dm-requests** for those who explicitly want to hear more and sign up. Then all details must be shared in approved DMs. All such activities must clearly state that they are **peer-created events, not Charlie Health events**. Charlie Health alumni, staff, and moderators are **not responsible for any outcomes** from these events. Attendance is **voluntary**, and all participants join at their own discretion.

- Conflict Resolution: Communicate discomforts. Address conflicts respectfully and constructively. As a reminder, this server is not monitored 24/7. If you have an issue with another member please limit communications with any peers you are in conflict with. If needed, please reach out to care.experience.team@charliehealth.com.
- Engaging in or involving yourself in any conflictual situations or discussions will result in a warning and/or First Violation, following the Violations and Appeals Process listed in the Community Standards. This is to promote a peaceful and respectful community atmosphere.
- To maintain a positive and supportive atmosphere, we ask that participants refrain from making disparaging comments or criticisms about Charlie Health during group discussions. Our goal is to ensure a respectful and constructive environment for everyone.

Where to Direct Your Questions

To ensure your questions and suggestions are addressed appropriately and efficiently, please use the following designated spaces:

- For Discord-related questions, use the #submit-feedback channel.
- D**o not** DM moderators with questions or concerns. Mods will be available in the server to follow up in the appropriate channels, but all inquiries should be directed to the space listed above. This helps us stay organized and provide you with the best support possible. Thank you for your understanding and cooperation! **All questions about the IOP, EOP, or Alumni program should be submitted to care.experience.team@charliehealth.com**

Alumni Responsibilities

- Participating in the Charlie Health Alumni Program is 100% optional. You can choose to attend activities, participate in Discord, both or none. You can take breaks and come back whenever needed or wanted.
- Alumni services are non-clinical services. If you decide not to join, your participation decision does not affect rights to receive clinical care.
- If your contact information or emergency contact has changed since your discharge/graduation, please submit updated information here so that we can keep accurate records.
- Charlie Health, the moderators and the other participants ARE NOT responsible for any information that you share in this forum.
- Please be advised that Charlie Health Discord server, texts and emails are not monitored 24/7.

- Alumni facilitators reserve the right to remove Alumni from the group or mute alumni in Discord at any time based on this document. If/when that does occur, the facilitator will let Alumni staff know and the Alumnus will receive outreach from Alumni staff.

Conflict Resolution

Charlie Health Alumni Programming maintains a clear and strict conflict resolution process. Having a conflict resolution process is crucial for maintaining a positive community environment, ensuring fairness, and promoting accountability, which collectively enhance trust, safety, and overall well-being of members. This structured approach supports open communication and personal growth, contributing to a thriving and respectful community.

Conduct Warnings and Violations

The Charlie Health Alumni Program and Discord server are designed to be safe, supportive, and inclusive spaces for all participants. To maintain the integrity and safety of our community, all members are expected to adhere to our Community Standards (CS). Violations of these standards will be addressed according to the following tiered system. However, egregious acts or multiple violations within a single event may result in immediate removal from the program, bypassing the tiered process.

Process:

Violation Tiers & Consequences

1. Warning – First-Time Minor Violation

Member receives a written notice outlining the violation.
A reminder of community expectations is provided.
No immediate restrictions on participation.
Opportunity to correct behavior without further consequence.

2. Tier 1 Violation – 48-Hour Suspension

For repeated minor violations or a more serious first-time offense:
Member receives a formal notice of violation.
48-hour suspension from Discord and/or alumni events.
A reply back from the alumni confirming they understand the Community Standards and what future violations entail prior to returning to alumni groups.

3. Tier 2 Violation – One-Week Suspension & Final Warning

For ongoing issues following a Tier 1 violation or a significant single violation:
Member receives a final written notice.
One-week suspension from Discord and/or alumni events.
A reply back from the alumni confirming they understand the Community Standards that the next violation will result in permanent removal from the alumni community.

4. Tier 3 Violation – Permanent Removal from the Alumni Program

For severe violations, continued disregard for community standards, or actions that create a significant risk to the community:
Immediate and permanent removal from the Charlie Health Alumni Program, Discord, and all associated events.
Member receives a formal removal notice.

5. Immediate Removal for Egregious Violations

Some violations may override the tiered process and result in immediate removal from the Alumni Program. These include, but are not limited to:
Threats or acts of violence (including harm to self or others)
Harassment, discrimination, or hate speech
Sharing confidential or sensitive information
Encouraging or promoting dangerous behavior
Severe disruption of community safety
Continued violations of the Community Standards within 48 hours of a warning

By participating in the alumni community and Discord server, members agree to uphold these standards and understand the consequences of failing to do so.

Crisis Support

If you are in crisis or in need of immediate assistance, please call 988.

Additional Resources:
National TextLine: “Home” to 741741
The Trevor Project: 866-488-7386
Teen Life Line: 602-248-8336
National LGBT Youth Crisis Line: 800-246-7743
National LGBT Adult Crisis Line: 888-843-4564
National Human Trafficking Hotline: 888-373-7888

Don’t Call the Police Line: https://dontcallthepolice.com/national/
Charlie Health Admissions Line: 866-959-1162 (for readmission questions)

Discord Server

Introduction to Discord

- Alumni Programming at Charlie Health offers a Discord server for Alumni ages 18+. This space is designed to build community, connect with peers, share interests, and stay updated with group reminders.
- Discord is a free text-based chat platform. Our server is organized into channels focused on interests, social connection, and event reminders. Participation is completely voluntary and does not impact your ability to participate in Alumni groups or your rights to receive clinical care.

Profile and Bio Guidelines

All participants in our server must maintain profiles, statuses, and bios that are respectful and appropriate for a supportive community environment. The server rules below apply to profiles too. Bios, statuses, display names, and profile images must be free of:

- Sexually explicit content
- Harassment, hate speech, or discriminatory language
- Mentions of triggering content (e.g., self-harm, substance use)
- Personal attacks or disrespectful comments toward others
- Partisan political or religious affiliations (identity expression, such as pride flags, is welcome)
- Promotional content, external advertising, or spam

We strive to create a safe and welcoming space for everyone, and we ask all participants to ensure their profiles reflect this standard. If concerns arise, moderators may address and request updates to maintain the integrity of our community.

Discord-Specific Community Standards

Discord Administration and Monitoring

Discord Community Guidelines Violations of the rules below will result in a warning, followed by a formal First Violation, following the Violations and Appeals Process listed in the Community Standards. A First Violation will result in a 48 hour ban, the Second a 1 week ban, and then finally permanent removal. For egregious violations, Charlie Health reserves the right to move immediately to permanent bans.

All Alumni must agree to the below terms and conditions in order to access the Discord server.

- **Crisis resources:** This server is not monitored 24/7. If you are in crisis or need immediate help, call 988, the Suicide & Crisis Lifeline.
- **Not a clinical space:** Do not share protected health information here. This forum is not covered by privacy laws, and Charlie Health, moderators, and other members are not responsible for information you choose to share.
- **Open hours**: Discord is open and monitored Monday through Friday, 8:00 AM to 6:00 PM MT, and Saturday 12:00 PM to 6:00 PM MT. The server is closed on Sundays. Outside of these hours, all channels will be read-only. This is a pilot program and hours may expand in the future. Crisis resources are always available in the ⎪crisis-resources channel.
- **Honest role selection:** Our identity spaces (such as BIPOC, LGBTQIA+, and neurodivergent channels) are reserved for members who identify with that community. Selecting a role or joining a channel that does not reflect your identity is a violation of our Community Standards.
- **No triggering language or content:** This space is not intended for triggering discussions. If you anticipate needing to use such language, please step back from the conversation. Examples of triggering topics include but are not limited to: sexual assault (SA), domestic violence (DV), suicidal ideation (SI), substance use, death or serious injury, child abuse, animal abuse, and criminal violence (murders, shootings).
- **No sexually explicit content:** Pornographic and sexually explicit content is not permitted in the server, including messages, photos, links, usernames, display names, statuses, and bios.
- **No minors' faces:** Do not post photos or videos showing the face of anyone under 18, including siblings, family members, your own children, or friends. If you'd like to share a photo that includes a minor, you must crop or obscure their face first.

- **No bullying:** Zero tolerance for bullying toward members and staff alike. This includes name-calling, harassment, intimidation, exclusion, or targeting another member across any channel or DM.
- **No spam:** Do not post repetitive, irrelevant, or excessive messages, links, or self-promotional content. This includes flooding channels with unrelated posts or advertising outside businesses, services, or content.
- **Impact over intent:** Be mindful of how your words and actions affect others. Own your impact regardless of your intent, and extend the same compassion to yourself.
- **Handle conflict calmly and privately:** If you have a suggestion or concern about a staff or community member, submit a ticket via the │submit-feedback channel. Complaints lodged in public channels will not be addressed. Slow mode may be used to cool disagreements.
- **No hate symbols or political content:** Symbols or messaging that discriminates based on race, ethnicity, gender, religion, sexual orientation, disability, or similar are not permitted. Politics — including partisan flags, symbols, affiliations, and debates — are not allowed anywhere in the server, including your bio.
- **Charlie Health complaints go to the care team, not Discord:** If you have a concern about your IOP or Alumni group experience, please email care.experience.team@charliehealth.com. Complaints lodged in public channels will not be addressed and will result in a warning or violation.
- **Confidentiality:** Keep what's shared here, here. Anything shared in Discord or at Alumni events stays within the group. Confidentiality protects everyone.
- **DMs require consent:** Do not DM other members without permission. Do not DM Mods or Admins. Visit 📬-dm-requests for instructions on managing DM permissions. Clients who leave their DMs open do so at their own risk.
- **Participation is optional:** You can attend events, use Discord, both, or neither — and take breaks whenever needed. Your participation choices do not affect your right to receive care from Charlie Health.

--- This Discord is a public forum and is NOT a clinical environment. Charlie Health and its moderators are not able to protect your protected health information (PHI) here — the best way to protect your PHI is not to share it. Any PHI shared in this forum is NOT subject to HIPAA. Charlie Health does not control the actions of Discord. Charlie Health reserves the right to change these rules at any time.

Thank You!

Thank You for Joining the Charlie Health Alumni Community!

Our program is dedicated to supporting your journey post-treatment with non-clinical resources and a safe, welcoming environment.

Please remember to review and adhere to our Community Standards to ensure respectful and constructive interactions within our community.

Disclaimer: Our Community Standards are subject to change and should be reviewed often to ensure you are following the most up-to-date version. **The date of the latest revision can be found on the title page.**

We're excited to have you as part of our alumni community and look forward to supporting you on your continued journey!

For any questions about our guidelines or to report any concerns, including potential breaches of access or complaints, please reach out to care.experience.team@charliehealth.com.

Welcome, and we look forward to connecting with you in our alumni community!

Warm regards,
The Charlie Health Alumni Team