

Group Leader & Admin Guide

Thank you for coming on board to co-lead Reclaim Your Curves (RYC) online communities Choosing breast reconstruction or Reclaim Your Curves (RYC) Facebook group. As this group grows and develops there is a level of ongoing commitment required to ensure new members are welcomed promptly and guided towards information that might meet their needs. Group facilitators are in the unique and privileged position to read about each member's situation and through developing group knowledge are able to make judgements about what information we have and who to connect to what and who.

New members join at various stages of their journey, some very early before any treatment or surgery, right through to those who have had reconstruction already.

As group Leader our role is to:

- Guide and connect new and current members to people and information that might help them (help members to help themselves)
- Organise information
- Troubleshoot any problems that arise on our watch

Our role is not to:

- Impose our personal beliefs
- Make medical or health recommendations

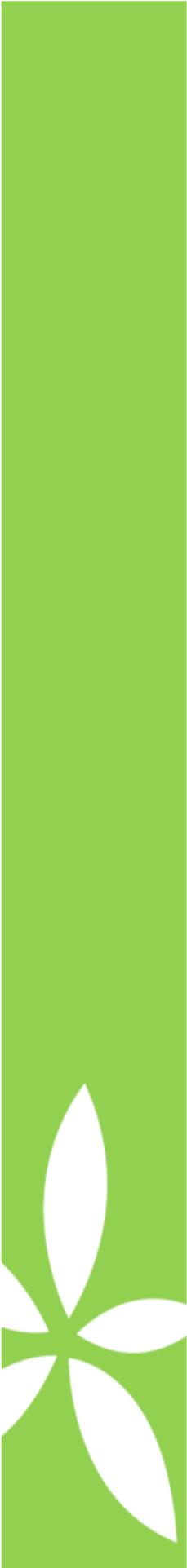
Administration authority allows you to have a certain level of control over the blog and its contents; you can receive membership requests and edit member posts. It comes with responsibility to be the gatekeeper for the personal information posted by members who trust we will take care of their privacy. We rely on the privacy guidelines and networking policy of BCNA and the privacy setting in Facebook.

If you use a new browser for your facilitator log-ins it allows you to better differentiate between the facilitator identity and your personal identity.

Facilitating this group

- Do not respond the membership requests through your personal login. A separate facilitator login has been created for facilitators (see login details below) to allow us to see what each other has done during our watch. *For example, I can see what membership requests have been already been responded to and where I need to start for my watch.*
- Respond to membership requests (see guide below)
- Read all messages that come in to be sure they do not breach the BCNA policy for online network, or breach our privacy guideline for our group and that they are appropriate to our group
- Example of something that breaches our private blog privacy; evidence that a woman is sharing her login with someone else or has copied a photo or has shared the blog information with a non-member OR discrediting a surgeon
- What to do.....private message the person and remind them of the privacy information on the 'view' tab landing page (maybe post the link) and request they take some kind of action...delete the post, don't show non-members etc
- Read all messages to see if the member needs some directions to tags, people or posts

www.reclaimyourcurves.org.au



- If you notice a member has accidentally posted her images and story in the public page send them personal message **D.** (see below Membership Request Responses). Contact BCNA Online Community Manager
- Save details of members into Gmail calendar to follow up (where necessary), remember to include the post link so it is easy to check their message before following up.

Administrator log-ins

BCNA - Choosing breast reconstruction

- **Log into GMAIL** – in this account we can view all message to new members and view the calendar (tool bar apps 'calendar') and the Facilitator Guide (tool bar apps 'drive')

Address: BRFacilitator@gmail.com

Username: BRFacilitator@gmail.com

Password: BCNAFacilitator

- **Log into Breast reconstruction online group as BRFacilitator**

Username: BRFacilitator

Password: BCNAFacilitator or BRAdmin

Facebook

- Username/email: vivwardprettywomen@gmail.com
- Password: prettywoman

Watch commitments - Choosing Breast Reconstruction

Chris: Wednesday, Sunday

Paula: Thursday, Saturday

Alex: Monday

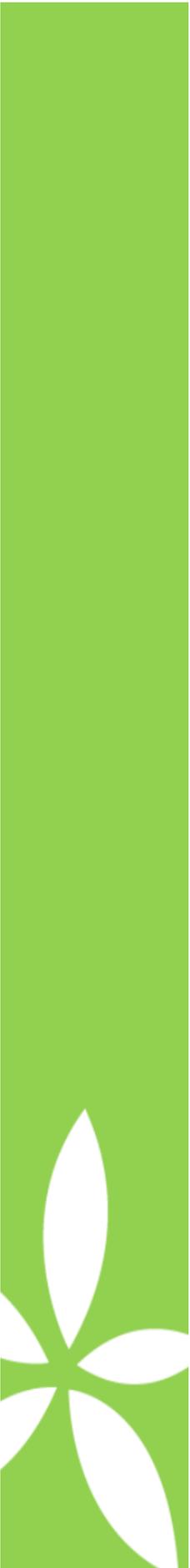
Jane: Tuesday, Friday

Membership request responses

1. Login as BRFacilitator
2. Look for join requests on the front page of the group and read the join message.
3. Click on the name of the requester and find their inbox then copy and paste the appropriate message from below depending on the circumstances
4. Personalize by adding their name and sentence acknowledging any question or query they have
5. Sign off with your name
6. Return to the front page and deny or accept the request
7. Follow up B. and C. messages in a timely way

NOTE: all messages are samples to make responding easier and more consistent please change wording to suit your circumstances

A. Welcome message BCNA – accept immediately (personalize the message by “Dear name”, I usually put this personal message after the first sentence.



Welcome to the Choosing Breast Reconstruction group. You will find many generous members here sharing and supporting each other here. Please introduce yourself to the group and let us know a bit about you. If you are looking for additional information and support for breast reconstruction you could check out the BCNA reconstruction page. You might also be interested in Reclaim Your Curves website for information and downloads www.reclaimyourcurves.org.au

When viewing photo stories, please be aware you might find some images upsetting at first. I hope you find this site helpful, and if you need some directions or get stuck please just message me or any of the facilitators.

Please be aware that as we are a private group our posts do not appear in the main forum, so remember to pop in often and check for new posts.

You can now go to the group and read and make posts. I look forward to getting to know you,

B. Message if no brief introduction BCNA – *do not accept or deny*

Thank you for requesting membership into Choosing breast reconstruction private group to share experiences of breast reconstruction. To get to know you a little and so you can get the best out of this growing collection of stories and information it would be great if you could just write a brief message about why you want to join and what you hope to achieve out of membership in this group. I will be able to then give you some hints about where to look. I look forward to getting to know you, warmest regards,

C. Message if partner or friend or support person or other – *wait a week or so before denying so we can follow up and assist if needed to get the support for the woman*

Thank you for requesting to join the Choosing breast reconstruction private group on behalf of your loved one. However this is a place for women to share their very personal stories and gain support from other women undergoing the same type of procedures. Therefore membership is limited to those women only and excludes family and friends. There is a wonderful connection between members on this site and loads of very helpful images and information, so please encourage your loved one to join. Family and friends are encouraged to access our website for public information and resources www.reclaimyourcurves.org.au
Warmest regards,

D. Message if images and story is accidentally posted in the public forum

Oops, you have accidentally posted your images and story into the public forum instead of the private BR group. I do not have the authority to un-publish or delete posts in the public forum so please edit your post by cutting the contents and pasting it into a new post in the Choosing breast reconstruction private group. In the meantime I will contact the BCNA online manager, and ask her to un-publish your post or move it on your behalf in case you don't get this message. Warmest regards

E. Message to deny membership request

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I need to deny your request for membership at this time. If you want to request again in the future that is completely fine. I am very sorry to do this, as I understand this might be a very difficult time for you, and if I can help in any other way please message me.

F. Facebook - <https://www.facebook.com/groups/reclaimyourcurves/>

1. **Reply to membership request**

Thank you for requesting membership into Reclaim Your Curves private group to share experiences of breast reconstruction. To get to know you a little it would be great if you could just write a brief message about why you want to join and what you hope to achieve out of membership in this group your membership request can then be accepted. I look forward to getting to know you, warmest regards

2. **Message if unable to friend request due to privacy settings**

Hi, you have requested to join Reclaim Your Curves closed facebook group. We normally friend request our applicants in order to message them but your privacy setting prevents it. Please go to this admin profile and request friendship. and write a brief message about why you want to join and what you hope to achieve out of membership in this group so your membership request can then be accepted. If we don't hear from you after a month we will delete your request. You can request again anytime. warmest regards RYC team

3. **Welcome message - send when you receive a response from above messages.**

Welcome to Reclaim Your Curves, you will find many generous members here sharing and supporting each other. Please introduce yourself to the group and let us know a bit about you, if you are looking for additional information and support please check out the files area for latest news and helpful relevant hints and tips, articles and media or go to our website www.reclaimyourcurves.org.au . Check out the photos area for members albums and Photo Stories. Please be aware you may find some images upsetting at first. We hope you find this resource helpful XXX

4. **Message if deleting request due to non-response**

Hi, you requested membership in Reclaim Your Curves closed group. We haven't heard from you again so we deleted your request. We understand you might have changed your mind about joining or are busy, that's no problem, you can request again at anytime. All the best from the RYC

Exceptions: if you know the requesting person, or they are a member of a private breast cancer group you know of we can go ahead and send message 3 Welcome

On a personal note:

Thank you for your commitment to this live resource. Without your help this group would not be the wonderful resource it is. I have found facilitating this resource has helped me work through my own journey and just having a voice can often be very cathartic.

All of us feel overwhelmed at times with our journey or you might have some other commitments and from time to time might want to take some time away, please don't hesitate to share how you are feeling and there is no problem at all if you want to take a break.

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You might find that facilitating this group makes you reflect on your own experience more. If this becomes difficult and you want to take a break or stop your facilitator activities I completely understand, just let me know.

If you want to chat on the phone 0423 050135 or you can email me louise@reclaimyourcurves.org.au

