

Sands Online Support Meeting WhatsApp Support Group

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Group Rules

Be kind and courteous

We are all in this together to create a welcoming environment. Let's treat everyone with respect.

No hate speech or bullying

Make sure that everyone feels safe. Bullying of any kind isn't allowed

No promotions, petitions or spam

This group is for support, so we don't want it flooded with spam or adverts which might distract from that, or put pressure on people, even if they are for good things. This isn't the right place to promote businesses or fundraising. The exception is that it is OK to mention networks for parents or families relating to hospitals where there have been concerns about care, as this is key to support for many.

Respect everyone's privacy

Being part of this group requires mutual trust. Authentic, expressive discussions make groups great but may also be sensitive and private. What's shared in the group should stay in the group. Also please respect the privacy of others not in this group by not sharing personal messages or phone numbers from others here or in other groups. Please do not take screenshots, record conversations or share messages, photos or videos from the group outside of the community without clear permission from those involved. Upon joining the group, please make sure your settings do not save photo's automatically to your camera roll. You can change this by clicking on 'Community Info'.

We would love to see photo's of your babies should you wish to share. To respect everyone in the group and keep everyone safe, please share them as a 'Disappearing message' and only on Wednesday's. If you need help sharing on 'Disappearing' please contact admin.

Personal Safety

Think carefully before sharing personal information or meeting in person with other members of the online community whether it is here or in any other platform for which we cannot provide moderation. Please respect personal boundaries when contacting members privately outside the group. If someone does not wish to continue contact, their wishes should always be respected. While we aim to create a safe and supportive space, Sands cannot guarantee or verify all information shared by members. Please use caution when sharing personal details or arranging to meet others in person.

If you choose to leave the group, you are welcome to rejoin in the future where appropriate but please take a look at these FAQ's around leaving and joining as if you leave too many times, there is a timeframe you have to wait until you can come back [How to rejoin a community | WhatsApp Help Center](#)

Moderation times

If you have concerns about moderation or the group environment, please contact a Sands staff admin privately. Please be mindful the group is moderated Monday - Friday 10am - 3pm and so it may take some time to reply. Should you need to speak to someone outside of these hours, you may find it useful to speak to someone on our helpline.

The telephone helpline is free to call from landlines and mobiles on 0808 164 3332.

You can also email the team at helpline@sands.org.uk

The team are available to speak to on the telephone from 10am to 3pm Monday to Friday and 6pm to 9pm Tuesday, Wednesday and Thursday evenings. Please note we are not open during bank holidays unless stated on the website. We aim to respond to all emails within 48 hours, except over the weekend when the helpline is closed.

[Sands Baby Loss Helpline: 0808 164 3332 | Sands - Saving babies' lives. Supporting bereaved families.](#)

The safety and wellbeing of our attendees is a priority. If any concerns around safeguarding, inappropriate behaviour, or wellbeing arise, these will be taken seriously and responded to in line with our organisation's safeguarding policy. If

you have any direct concerns, please contact admin directly or the helpline outside of moderation hours.

For any complaints, please email: helpline@sands.org.uk

Where necessary, concerns will be escalated and managed through the appropriate safeguarding procedures to ensure everyone remains protected.

Emergency contacts

This group should not be used for urgent emotional support or crisis situations. If you need immediate support outside moderation hours, please contact emergency services on **999**, your GP, Samaritans on **116123**, NHS crisis support/NHS on **111** or another appropriate support service.

Experiences and advice shared within the group are personal and should not replace professional medical, legal or mental health support.

In our WhatsApp community group, we aim to create a space of psychological safety where everyone feels respected, heard, and supported. Please remember that it's okay to share openly, but it's equally important to take care of yourself - if at any point, you're feeling overwhelmed, heavy, or emotionally drained, we encourage you to step away, take a break, and return when you feel ready. Your wellbeing always comes first.