

Marigold App: Member Code of Conduct

CleanSlate wants to give you the tools to succeed in your recovery. Marigold is an app that lets you text a support group anytime from your phone.

This guide introduces Marigold and tells you the rules for using it. If you decide to use Marigold, you become a “Member” on the app. This guide is known as the “Member Code of Conduct.”

This guide sums up two longer documents: Marigold’s Terms of Service and Privacy Policy. Please ask a CleanSlate staff member if you’d like to read these full documents. They are also available in the app.

If you decide to use Marigold, you must sign this Code of Conduct. Signing below means that you agree to follow these rules.

While we want you to express yourself, a group is a shared place. These rules are important for everyone’s safety.

We are here to support you. Your voice matters! If you think Marigold could be improved, please reach out. Please ask CleanSlate staff any questions you may have. In-app, you can also message Marigold and CleanSlate staff with feedback or questions. We are always happy to help.

1. Q. What is a Group?

A. A Group is community made up of 5-10 members. Group members interact in a single shared group chat. Members are other patients in treatment at CleanSlate. You may recognize the app design to be similar to popular apps such as Facebook Messenger or Whatsapp.

Each group is led by a Peer Moderator (PM), a member in stable recovery. Group members, including the PM, won’t see your personal information. You send messages to the group under a username that you choose. This way groups are nonjudgmental discussion rooms that also protect privacy.

Never share your username with other patients outside of the app, and never post personal information within groups. More on this later. Note that, as your care provider, CleanSlate staff may read and/or respond to your messages. While you are anonymous to other members, CleanSlate staff can connect your real name to your username in-app. In Marigold, CleanSlate staff are called “Administrators” (“admins” for short).

2. Q. How can a group help me?

A. Groups let you know that you’re not alone. You can send text messages and GIFs into your Group. Groups can discuss many topics about life in recovery. Groups can even include links to helpful content (such as articles, inspirational quotes, etc.).

Another benefit is that PMs will host discussions over text at specific times to provide additional help for your group. Even when the PM is not online, you can still send text messages into the group at any time.

This 24/7 access is possible since Marigold has technology tools that can automatically alert PMs and/or CleanSlate staff if a message needs extra attention. Please note that threats – any perceived threats of harm or self-harm - will be reported. Messages of this kind will not be taken lightly.

Groups on Marigold cannot and should never replace in-person support, especially from licensed medical professionals. However, we believe that new technology can extend the benefits of group support. Think of Marigold as a special group of online friends.

3. Q. Where can I access a Group?

A. You can access a Group anywhere that you have mobile phone service within the United States. Marigold needs internet to send messages. You can read messages at any time. The app may not be accessible outside of the U.S.

4. Q. What can I expect from a Group?

A. All members are over 18 years old and are in treatment at CleanSlate. Admins approve who gets into each group, so you can be sure that if you’re in, you’re in the right place.

You can share your thoughts and feelings in your group. While you will know other members by usernames, support from your group community can help you experience opportunities for personal growth in recovery and predict potential challenges. You can and should feel free to chat at any time of the day or night. Please note that group members (including the PM) may not be responsive to every message.

5. Q. What shouldn’t I expect from a Group?

A. Marigold is not your treatment provider and is not responsible for the behavior of any Group member. While admins will review group messages, this may not happen instantly.

CleanSlate is not responsible for the content or usefulness of group messages. Use caution and your best judgment. If you are feeling upset by something said in a Group, please speak up! Message the PM of your Group, and “flag” messages that bother you.

Again, Groups cannot give you medical advice or assistance in an emergency. Though others are here to support you, your health is ultimately your responsibility. Always ask a qualified health provider any questions regarding your health and never disregard or delay professional medical advice because of something you have read while using Marigold.

Call your doctor or 911 immediately if you have a medical emergency.

While Marigold is your forum for social support, the app and CleanSlate do not claim responsibility for, or guarantee the effectiveness of, content posted to the group.

Your Group is a space that you define with other members – this is your chance to create your vision of a supportive community.

6. Q. Just so we're clear: what is not allowed in a Group?

A. For the safety of all members, the following behaviors are not allowed:

- Medical or clinical advice (we're repeating this because it's a big one!)
- Any kind of bullying, trolling, cliquishness or general meanness
- Glorifications of drug culture - this is not the same as discussing relapse as a part of recovery, which we encourage
- Anything that promotes or encourages illegal procurement or use of drugs or medication
- Sales, promotional, or commercial postings - would you enjoy an ad in your support group?
- Inappropriate or suggestive behavior, including any form of sexual harassment
- Accusations against individual members or the Group itself
- Fake, misleading, or impersonated content
- Material meant to harm or "hack" Marigold

Finally, never disclose anyone's personally identifying information - instead, refer to members by their screen names only. This avoids complicating Groups with existing real-world relationships – so you can confidently share with anonymity.

Inappropriate messages can result in messages being deleted, member suspension from the group, or permanent removal from the group. Admins and PMs have the final say in making sure these rules are followed.

7. Q. Who owns the content?

A. You own your content posted in Marigold. However, by using Marigold, you give up any rights to privacy or publicity with respect to your content. You also agree that neither Marigold nor CleanSlate is responsible for any disclosure of your content by any third party, including other members. Marigold and CleanSlate do not control your content but may review it and take reasonable action if you break the code of conduct.

Marigold can:

- I. De-identify your content (i.e., to remove your name and other identifying characteristics)
- II. Use de-identified data for any purpose
- III. Share de-identified data with third parties.

All of Marigold's websites and software and mobile applications are owned by Marigold or its licensors.

8. Q. What do I need to know before signing up for Marigold?

A. You need to register to use Marigold. You can register during any visit to CleanSlate. While you can download the app on your own, you will need to talk to a CleanSlate staff member to be placed in a Group. On signup, they will ask you to provide your name, desired member name (screen name), and email address. By registering, you agree to keep your member's name and your password confidential.

Your privacy is very important. Marigold takes steps to protect member privacy. More details are explained in the full Privacy Policy. However, like any other internet application or website, Marigold cannot guarantee against a breach of firewalls and/or secure server software. By using the Marigold, you acknowledge this risk.

9. Q. How does Marigold use my information?

A. Marigold uses technology to analyze trends, evaluate app performance, and observe demographic information about the app's member base. This tracking is not tied to any individual member's personal information. Marigold will not disclose your personal information or member data to any third parties except:

- To third-party contractors engaged to provide services on Marigold's behalf.
- If you are employed by or perform services on behalf of another Marigold customer
- When we have your permission to share information

10. Q. What else do I need to know?

A. Marigold may limit access to the app to make updates and modifications. Please be patient in the event of occasional downtime when you may not be able to use the app.

Marigold complies with the Digital Millennium Copyright Act. If you have copyright concerns, review the full Privacy Policy to learn how to contact a designated agent.

We are excited to offer you the benefits of a supportive peer community on the Marigold app. However, if you do not agree to any of the above, please do not begin using Marigold.

If you're ready to start chatting on Marigold, we also have a list of pro-tips - the "dos and don'ts" of group messaging - available online and in paper at CleanSlate. We highly recommend reading this guide. After signing below, a CleanSlate staff member can place you in your first group.