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Dear XXXXXXX,

# Early Intervention Support Network (EISN)

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## About EISN

The Early Intervention Support Network (EISN) is an email discussion forum, established to support staff working within eye clinic settings, providing front line services to newly-diagnosed blind and partially sighted people including those diagnosed with a sight threatening condition.

This includes those working as:

* Eye Clinic Liaison Officers (ECLOs)
* Sight loss advisors
* Volunteers
* Help-line support staff
* Specialist nurses
* Information or help desk officers
* Eye care early intervention officers
* Low Vision support workers
* Rehabilitation officers
* Sight care advisors
* Clinical support workers
* Vision support workers
* Patient support workers

EISN is facilitated by RNIB and is comprised of professionals working within eye clinics who manage helplines, provide emotional support, information and advice on eye conditions, welfare benefits, employment issues, local and national support services, rehabilitation services and more.

## Network aim

The aim of the network is to create a community of professionals working within eye clinics across the UK, for peer support, development and dissemination of best practice, problem solving, sharing ideas, experiences and resources relevant to supporting and advising blind and partially sighted people at the point of diagnosis.

Please Appendix 1: Full EISN Terms of Reference (TOR) for further details about the aims and purpose of this network.

## Network format

EISN is an e-mail discussion list network.

Discussion list networks are very easy to use and do not require members to log on to an external website to check network activity as all information is delivered directly to their chosen email account.

Once registered (see 'How to subscribe' below) members can email messages to the forum via their chosen email account (personal or work). When a member emails a message to the forum, it will immediately be sent to all network members instantly. Members will be able to easily respond to colleague’s messages by replying to the email, allowing members to provide support, advice and guidance to colleagues. Responses are modified before being released.

## How to subscribe

Becoming a member is easy! You can 'subscribe' to the network by visiting the EISN Network login page. Links are available on our website.

Provide your name, email address and choose your password. Your password should be unique to this network, and not one you use for any other system.

You can select your preferred language and whether you would like to receive a daily 'digest'.

The 'digest' default is 'No' which means you will receive an email directly to your inbox whenever a member posts to the forum. If however, you would prefer to receive one daily summary of all network activity, please select 'yes'. You can update your personal settings at any time and change your network preferences.

Once subscribed you will receive a welcome email asking you to confirm you registration. Once confirmed you can begin posting!

## How to post a message

To post information to the network, you simply send an email from your 'registered' email account to eisn@lists.rnib.org.uk.

When a member posts to the network, after moderation, all registered network members will receive the message and can support each other by responding to enquiries and resource requests as and when they are sent. Is there is a large number of answers these will be collated and sent out by the moderator.

Please view the Appendix 2: EISN forum message guidelines below for further details on how to optimise your interaction with the forum.

## Replying to a message

To reply to a message, click 'reply' as you would when replying to any other email.

It is important to note that when hitting 'reply' and 'reply all' this automatically adds the forum list email address to your message which will send your response to ALL members. If you wish to send a personal reply, you will need to manually delete the EISN list email address(eisn@lists.rnib.org.uk) from the 'TO:' field.

Please be careful to maintain confidentiality at all times and avoid sending personal messages.

If you make a mistake, or need to recall a message sent in error, please inform the moderator at ECLOeditor.Mailbox@rnib.org.uk. All members will then be instructed to delete the relevant email.

## Updating your settings

You can adjust your network settings at anytime. The default setting for the network is for you to receive messages 'as and when' members post, but you can change your settings at any time, so that you receive just one daily 'digest' or summary of all messages sent on that day .

If you would prefer to receive messages as one daily digest, please follow this procedure:

* Visit the EISN Webpage: <https://lists.rnib.org.uk/mailman/listinfo/eisn>
* In the EISN subscribers section at the bottom of the page under
* 'To unsubscribe from EISN, get a password reminder, or change your subscription options enter your subscription email address'. Enter your email address and click 'Unsubscribe or edit options'
* Enter your password (or if you have forgotten your password click 'Remind' under the 'Password Reminder' section at the bottom of the page).
* Scroll down to 'Your EISN Subscription Options' and in the second box down entitled 'Digest Mode' click 'On' and you will receive your daily digest rather than 'as and when' people post emails. Your messages will then appear as one email with the days forum messages as attachments within this email.
* You can set your digest as either PLAIN text or MME.
* PLAIN text: This is the default option which gives you one email containing all messages which you can scroll through. MME: This is the preferred option as it is one email which contains all emails sent that day as attachments.

N.B. All messages sent to the forum are archived on the website to allow members to access resources previously discussed. It is important that when discussing individual cases, confidentiality is maintained and specific client details are not included.

## Acceptable Use Policy

By subscribing to the EISN mailing list, you agree to Appendix 3: Early Intervention Support Network Acceptable use policy (AUP) and Appendix 1: Full EISN Terms of Reference (TOR)

Please ensure you read these before signing up. Anyone not following this policy may have their email deleted and be removed from the network mailing list.

# Appendix 1: Full EISN Terms of Reference (TOR)

## Terms of Reference

The Early Intervention Support Network (EISN) supports staff working within eye clinic settings, providing front line services to newly-diagnosed blind and partially sighted people, including those diagnosed with a sight threatening condition.

## Our Aim

To create a community of professionals working within eye clinics across the UK, for peer support, development, problem solving, sharing ideas, experiences and resources relevant to supporting and advising blind and partially sighted people at the point of diagnosis.

## Purpose

* To provide a forum for peer support, where members can share work related issues of common interest and concern in a safe environment and an opportunity to identify solutions and improvements on these issues.
* To provide opportunities for the exchange of resources, information, experience and expertise between network members;
* To share training and learning opportunities which are relevant to the Network members’ needs.
* To improve the reach and impact of early support services for blind and partially sighted people at the point of diagnosis.
* To support service delivery staff to gain greater confidence in their ability to support service users.
* To be a source of information and expertise on relevant support and resources available to blind and partially sighted people of all ages.
* To raise awareness of and shape initiatives to assist in driving up standards and professionalising the industry.

## Membership

The Early Intervention Support Network (EISN) is open to all professionals working within an eye clinic setting, providing front line services to newly-diagnosed blind and partially sighted people, including those diagnosed with a sight threatening condition.

## Commitment of network members

Each network member will:

* encourage a proactive, collaborative approach to supporting colleagues within the network
* maintain a professional and respectful relationship with all network members
* commit to the aims of the group and communicate a consistent message about its work, so that its effectiveness is maximised
* adhere to those items indicated within the EISN 'Acceptable Use Policy'.
* delete any email upon request by the moderator (if sent be accident for example.)

## More information

For more information or to register your interest in joining the Early Intervention Support Network (EISN), please email ECLOeditor.Mailbox@rnib.org.uk

# Appendix 2: Forum message guidelines

The following are general guidelines that should be observed when posting messages to the network:

## Meaningful subject line

When sending messages, please make sure that they have a clear and descriptive entry on the "Subject:" line e.g. 'Query regarding registration', 'Support for patient with AMD' or 'Research request re Vision impairment'.

## Include a Signature

Please be sure to sign your full name at the bottom of your posting and include your email address. Some subscribers may receive their email messages with the header information stripped away by their local system and therefore will not know the author of a particular posting.

## Provide context

Every posting should begin with a clear introduction to the topic, or offer some kind of reference to the topic or a previous posting. There are often several "threads" of discussion going on simultaneously, which makes unreferenced postings confusing to readers. A popular way of providing context is to quote verbatim from the original message. However, keep the quotations 'short' and 'relevant'. Quoting whole messages, signatures and all, can be inconsiderate.

## Censorship

It is important that only pertinent messages are posted to the list. Please read the EISN Acceptable use Policy (AUP) and Terms of Reference (TOR). Members whose messages do not meet minimum expectations will be notified, and may be excluded permanently from future participation.

## Personal mail

Just as it is important to try to share public information with the whole group, private correspondence should remain private. Please send personal messages directly to individuals by copying and pasting individual email addresses into the TO: field.

**Please note: Hitting 'reply' and 'reply all' automatically adds the forum list email address to your message sending your response to all members, so you will need to manually change this.**

## Quality of Communication

If you find something posted on the list objectionable or that breaches the Acceptable Use Policy (AUP), you have every right to voice your objections but you should not do so in public. Please express your complaints directly to the EISN MODERATOR (eisnetwork@rnib.org.uk).

## Referencing other members posts

If you use a previous post from a member in response to a forum query, where possible, please reference the previous member's information. i.e. This response was posted in January by Joe Blogs and may be of help

## Attachments

Due to a restriction of 100KB for each email message sent to the forum, the forum cannot accept large attachments such as PDF files. Most word documents will be suitable for distribution via the forum. Please include all information in the body of your email and where possible link to relevant websites for further details. If you do wish to send a large attachment to a forum member, please send this to the members personal email address and remove the forum email address from your message. This restriction is in place to limit the size of EISN digests and prevent member's inboxes becoming too full.

## Contact information

If you have any queries regarding any of the above or would like to offer feedback and ideas for forum development, please do not hesitate to contact the EISN Moderators at ECLOeditor.Mailbox@rnib.org.uk

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We hope you enjoy using the forum!

Best wishes

Stevie Johnson & Donna Ledwidge

EISN MODERATORS

Email: ECLOeditor.Mailbox@rnib.org.uk

To unsubscribe to EISN, update your settings, or request a password reminder, visit: <https://lists.rnib.org.uk/mailman/listinfo/eisn>

# Appendix 3: Early Intervention Support Network Acceptable use policy (AUP)

## Code of Conduct

By emailing and/or subscribing to the Early Intervention Support Network (EISN) mailing list, you are expected to adhere to the following acceptable use policy to ensure all members feel confident and that they are not open to abuse or harassment:

1. We ask that all users provide useful, relevant and personally non-judgemental postings that add value to the discussions. Messages must be civil and relevant to the purpose of the community.
2. You must not pass yourself off as another person nor will anonymous contributions be accepted.
3. You are responsible for clearing copyright on any materials posted.
4. Use of Language - messages should not be malicious or designed to offend. In particular, the use of swear words is to be avoided. There should be no use of obscene or offensive language, or statements that may be judged to be defamatory – including harassment, insulting/abusive/threatening language, including profane language and that of a sexual nature.
5. Confidentiality - please respect and maintain the appropriate standards of confidentiality in accordance with your employment contract. Any disclosures of confidential information (including personal information relating to clients or patients) to this forum is a breach of confidentiality procedures. When discussing case examples do not include client details.
6. You must not use this forum to market or advertise products or services. If you have any announcements, e.g. information about courses; details of conferences or job vacancies that you would like posted, these should be sent to the forum moderator who is responsible for posting announcements. If the message is suitable it will be included within the forum.
7. Take care and act appropriately in what you say about others - email is easily forwarded and archives are open to members.
8. Personal emails - please avoid sending personal messages via the forum. All information sent via the forum should be of interest to the wider membership. All personal messages should be sent directly to individuals by copying and pasting individual email addresses into the 'TO:' field.

**Important: Hitting 'reply' and 'reply all' automatically adds the forum list email address to your message so you will need to manually change this.**

1. Do not repost private emails to the list unless you have obtained prior consent from the original author.
2. We ask that all users bring to our attention any material posted in these forums that they consider defamatory.
3. By participating in any discussion, you undertake to indemnify us and our employees and sub-contractors against any liability arising from any obscene, defamatory, seditious, blasphemous or other actionable statement published by you on this site and against all damages, losses, claims and costs (including without limitation fines and expenses arising out of or incurred in conducting or defending any proceedings) arising from any such actionable state.
4. Defamatory material - you should remember that you are legally responsible for what you write. By participating in a discussion, you undertake to indemnify us and our employees and sub-contractors against any liability arising from any breach of confidentiality, copyright or other intellectual property right published by you on this site and against all damages, losses, claims and costs (including without limitation all expenses incurred in conducting or defending any proceedings) arising from any such publication. You must not make statements that are libellous, obscene, seek to incite racial hatred or otherwise break the laws of the United Kingdom.

## Changes to the Acceptable Use Policies

We may change the Acceptable Usage Policies’ (AUPs) from time to time and will inform you on this website when we do so. To make the most of the guidance contained in the AUPs, please keep up to date with changes and look at them on a regular basis. We hope you will find them useful and informative.

Please note that our AUP's were last updated in May 2013.

## Breaches of Acceptable Use Policies

Any infringement of the above rules is likely to lead to:

* 1st instance: An informal warning with an opportunity for mediation,
* 2nd instance: A formal warning,
* 3rd instance: 1 week suspension,
* 4th instance: Permanent ban.

Please ensure you read the above before signing up. Anyone not following this policy may have their email deleted and be removed from the mailing list if a registered user. By registering on this forum, you are deemed to have agreed to abide by the above code of conduct.

Although the Advisory Group cannot take responsibility for monitoring every message that is sent to this list, we reserve the right to remove items submitted from anyone who repeatedly ignores these rules and take action, as detailed above, against those concerned.

Reports of breaches to the acceptable use policy by network members can be sent to ECLOeditor.Mailbox@rnib.org.uk

Last updated January 2019