

STREAMING USER GUIDANCE

Wellbeing- Taking Breaks

We take the health and wellbeing of our supporters seriously, whether you're new to gaming or streaming or you're a pro. And when it comes to timed or longer challenges, we want you to have a positive experience. So, here are some tips and suggestions to help you get started, keep you safe and make sure you have fun.

- Make sure you plan regular screen breaks, especially if your stream is a long one or if you're on a timed challenge. This will help you focus and re-energise you when you return.
- Try not to sit longer than one hour at a time- use your break(s) to move about, stretch or do another wellness activity.
- It's important to give your eyes a rest from screens by having a break in your streams. Try to do something offline during your break instead of reaching for your phone or putting on the TV. You could go for a walk or take some time to chat to a friend or loved one. For more tips check out this [guide to looking after your eyes when using screens](#).
- Let a friend or loved one know if you're taking on a long challenge so they can help monitor your breaks and make sure you're getting them when you should.
- Use our holding screens, when taking a break to show everyone you'll be back soon and that you're gaming to help support everyone living with diabetes.
- Set an alarm on your phone to remind you to take regular breaks.

Timed and Longer Challenges

- **Stay hydrated** - Make sure you **stay hydrated** by drinking plenty of water or other suitable drinks.
- **Choose healthy snacks** - When gaming, it can be tempting to eat later so you can finish a challenge, so you may find yourself snacking more. Try keeping healthy snacks like fruit or unsalted nuts and seeds close by to grab when you start feeling hungry. Or head to our website for more [healthy snack ideas](#).
- **Sleep well** - If you're preparing for a long stream, getting a good night's sleep the night before will help make sure that you are well-rested and able to perform at your best.
- **Take loo breaks** – Remember to also factor in loo breaks for long challenges.
- **Feeling unwell** - If at any point during your stream you feel unwell, **no matter where you are** in your event, you should **stop your stream and step away**.

Gaming or Streaming with Diabetes

If you're taking on a streaming challenge and you live with diabetes, we also recommend you follow the below tips if applicable.

- Monitor your **blood sugar levels** throughout your challenge.
- Treat any **hypos** straight away, take a break and **don't** return until you feel better.
- Use our specially created overlays to let others know you're on a break.
- Keep your insulin nearby as blood sugar levels can rise when gaming because hormones like adrenaline are released.

Personal Safeguarding for Supporters Online

Can Under 18s take part?

No, in order to take part in a challenge or stream in aid of Diabetes UK, you must be over the age of 18.

While we recognise young people enjoy watching videos from their favourite streamers on Twitch or YouTube and may want to watch a stream in aid of the charity, we strongly recommend a parent or carer watches the videos with their young person in the same room, if they wish to do so.

For more advice on staying safe online and responsible gameplay, please visit [PEGI](#) - Pan European Game Information. PEGI set the age ratings for games in Europe, so as a parent or guardian you can check the rating before you let your child view the stream.

PEGI has great guidance for parents or carers, including some [Parental Control Tools](#) that can help you learn how to regulate the content that your young person is engaging with.

The NSPCC also has information on keeping children safe online, particularly with [gaming](#).

Will my personal details be secure?

When signing up to stream in aid of Diabetes UK, there are certain personal details we need to process and communicate with you about your fundraising, in accordance with our [Privacy Policy](#).

You'll need to sign up to our [Fundraising Pack](#) and accept our 'in aid of fundraising' terms and conditions.

As a charity, we value our supporter's personal details, and will always treat them with the utmost respect. We promise never to release your personal details to another company for their marketing purposes.

You can [change how you hear from us here](#) or ask us to stop communicating with you at any time, by emailing us at helpline@diabetes.org.uk or phoning us on 0345 123 2399.

Privacy and Safety

While gaming and streaming, it's always important to think about your privacy and to always think about how to **keep yourself safe** online.

- Keep your personal details safe and **don't** share them with anyone. This includes details like your full name, address or phone number. If someone is asking for your personal details, you can report them on your relevant streaming channel.
- Check your privacy settings and always manage them carefully when playing online. Make sure only the people you choose can see whether you are online, the members of your community and what you're playing.
- You can choose to ban words and phrases from your chat in Twitch. This can help you keep personal identification, like your legal name, safe while streaming, as you can ban the use of it in your chat.
- If anyone makes you feel uncomfortable during your stream by messaging you or acting inappropriately, we recommend blocking them. And if it gets too much, stop your challenge straight away.
- Be respectful when playing. Block anyone who is a troll or being a bully. You can find a number of free bots that can filter and remove certain messages. If it gets too much for any reason, stop the challenge.

Find out on these links how to report a user on [Twitch](#) and [YouTube](#).

- Donations made online through Tiltify and JustGiving are safe and secure and online donations come straight through to Diabetes UK.

Moderation

- If you already have **moderators**, make sure someone is available to help with your charity stream.
- If you don't have moderators for your charity stream, you could set up a trusted friend as a moderator so you can focus on your stream.
- If you get your friends involved, chat to them about the tone and vibe you want to set for your charity stream. And make sure they know how to ban or mute people if someone is behaving or being inappropriate on your stream.
- And if you're running a tournament only invite players you know.
- For more information on moderating for your specific platform, please take a look at the guidance on [Twitch](#) and [YouTube](#).

Please be aware: Streaming in aid of the charity

- Please also be mindful that you're responsible for the content of your stream and while fundraising you're also representing Diabetes UK. We would remove our support if anything you do is deemed out of line of our expectations.
- While we understand everybody has their own personal diabetes journey, while on a stream in aid of the charity, do not provide any recommendations, advice or guidance on diabetes care.

Signposting Guidance

- If anyone messages on your stream that they would like to talk to someone about their diabetes.

Helpline

- Our helpline number is [0345 123 2399](tel:03451232399)* It is a dedicated diabetes helpline for all people with diabetes, their family or friends, and people who are worried they might be at risk.

Users can call our confidential helpline to talk to our highly trained advisors- they have counselling skills and an extensive knowledge of diabetes. Our advisors can provide information about the condition, take the time to talk things through and explore emotional, social, psychological or practical difficulties.

England, Wales and Northern Ireland

Call: 0345 123 2399*, Monday to Friday, 9am to 6pm

Email: helpline@diabetes.org.uk

Scotland

Call: 0141 212 8710*, Monday to Friday, 9am to 6pm.

Email: helpline.scotland@diabetes.org.uk

*Calls to 0345 numbers cost no more than calls to geographic (01 and 02) numbers and must be included in inclusive minutes on mobile phones and discount schemes. Calls from landlines are typically charged between 2p and 10p per minute while calls from mobiles typically cost between 10p and 40p per minute. Calls from landlines and mobiles to 0345 numbers are included in free call packages. Calls may be recorded for quality and training purposes.

Support Forum

- Our [Support Forum](#) is an online community where you can exchange knowledge and experiences with other people with diabetes, family and carers.

The site is free, and simple to use. If you just want to read the existing conversations, you can choose a topic from the message boards. To join the community and have your say, you will need to register. Your details will not be passed on to any third parties.

Practical Tips for Streaming Safety

Don't do anything that might put you or others in danger as part of your fundraising. If it's online, it's public. And if you wouldn't say or do it in person - stop and think twice.

Before you start streaming, decide what you do and don't want to talk about and what you're comfortable answering. You can reinforce the rules you set for your community or for your charity stream.

Here are some ideas of general house rules that you could put in place:

- respecting others
- being kind
- no bullying, sexism, racism, homophobia, or hate-based chat
- listen to moderators
- be inclusive
- make sure you follow your gaming platform's community guidelines and terms of service
- remember you're fundraising for charity.

If you're playing a more mature game, please mark your stream as mature to help protect younger supporters who might be watching or interested in watching.

Making Purchases

Take your time before making any purchase to protect yourself from spending too much. Keep track of what you're purchasing, and don't accept anything that is too good to be true. And if you're not paying, make sure you get permission from the person who is before making any purchases.

Triggering Content

If when gaming or watching a stream, you find triggering content that upsets you, it's OK to take a break or step away and exit the game. If you're still in a negative headspace or having negative t

thoughts once you've stepped away, you may need additional help. Mind have some great [advice and support](#).

Terms of Service and Privacy Policy

Diabetes UK, Facebook, Tiltify and Twitch are separate organisations each with their own Terms of Service and Privacy Policy. Please make sure that you agree to them, before registering and ensure your plans for your charity stream follow the chosen platforms Terms of Service. Failure to follow the Terms of Service could result in your relevant account being suspended or you could be permanently banned. Please click the links below to find out more information.

Diabetes UK- [Terms of Service](#) and [Privacy Policy](#)

Tiltify- [Terms of Service](#) and [Privacy Policy](#)

Facebook- [Terms of Service](#) and [Privacy Policy](#)

Twitch- [Terms of Service](#) and [Privacy Policy](#)

And if you have any questions about what makes a good charity stream reach out to the team on streaming@diabetes.org.uk