

Mod Info

Working Agreement

To help ensure our events continue running smoothly and our participants enjoy our events, it's critical the mod team work together. The agreement below outlines our general expectations that we will follow as a team.

Mod Responsibilities & General Info

Not all mod team members must moderate or participate in all events. In other words, a moderator can moderate without signing up for an event; they may also moderate only specific events they are interested in/passionate about.

We are currently looking for moderators who will focus on social media posting and advertising. However, moderators can also help with other moderation tasks such as approving tags, reviewing works, etc, if they are interested. *Existing mod team members are happy to teach you how to do these things if you don't currently know how!*

In general, we prefer to have a mod team that has an odd number of moderators, so that if we need to vote on specific items we cannot end in a tie vote. In the event we decide on a mod team with an even number of members, we will work together to decide how to resolve tie votes.

Participant Privacy: We are, in general, an extremely privacy conscious moderation team. We will never share participant contact information without explicit permission. We also do not believe in “naming and shaming” and therefore, will never share the details of any moderation action taken against a participant.

We ask that communications with participants remain as private as possible. We do know it is unrealistic to expect moderators not to vent in private to one another and friends; however, when this occurs, please do not share participant usernames/details and ask that you are as vague as possible. Please do not share screenshots of communications where participant details are exposed.

Communications

Discord: All moderators should have a Discord account and be members of the event Discord which they are moderating. Within the event Discord, mod team members will have access to a mod chat. This chat is where the primary moderation chats concerning the event should take place.

Questions asked and answered in the Discord do not have to be as formal as "official" communication - however, if there are *issues* which are brought up, participants should be directed to send an email.

Moderators should decline to discuss the event in an official capacity in Discord DMs. Participants should use official forms or email for communications.

When possible, when questions on the Discord require elaboration not backed by official documentation on the website, they should be announced or mirrored on the tumblr and website in some way.

Templates: The team should work together to craft a repository of templates which can be used for official communications.

Email Communications: All official communications with participants should happen via the moderator email (or official forms like extension forms) which all mods will have access to. Moderators should use one of our agreed upon email templates for standard emails (i.e. sign-up changes needed, acceptance of extension request, extension check-ins, etc).

If emails are received where a standard template cannot be used as a response, we will work together to craft a response.

All email communications should be signed by the moderator who has responded with their fandom/moderator name, i.e

enigmalea
on behalf of Dragon Age Poly Mods

Social Media Posts: Social media posts which do not rely on our templates should be run by the team as a whole before being posted - this includes asks, advertisements, or other "quick" one shot posts. When asks are answered by a moderation team member, those should be signed by the person posting the response, i.e. "enigmalea" or "mod enigmalea".

We currently have official accounts on tumblr only, but also cross post to the event websites, Dreamwidth communities, and personal fediverse (mastodon) accounts. All moderators will have access to the tumblr to be able to blog and reblog.

Moderators will also be able to contribute to the websites if they know how to code/use Github. However, this is *not* a requirement to be a moderator.

Event Details & Organization

The mod team as a whole should work together to refine rules, FAQs, and event schedules.

Organization for our events utilizes various tools:

- ★ Airtable
- ★ Google Suite (Sheets, Docs, Forms, etc)
- ★ Discord
- ★ Github

All members of the moderation team will have access to all tools used.

Code of Conduct

In order to ensure moderators are a good culture fit with the existing mod team, they should broadly agree with and adhere to the standards, beliefs, and values as outlined by [The Hanged Man's Code of Conduct](#).

More specifically:

1. We have a *strict* anti-harassment stance including harassment of other fans and BioWare personnel. Harassment may include, but is not limited to, any of the following: dogpiling, making intentionally inflammatory posts/hot takes,

suicide-baiting, participating in call-outs, etc. Moderators are expected not to participate in harassment in any manner - whether in or outside of our event spaces.

2. Moderators should conduct themselves professionally when performing mod duties. This doesn't mean you can't be thirsty, talk about smut, etc. What it does mean is that in general, moderators should model the rules of our servers and events and treat participants with courtesy and respect.