



# Operational Guide

Game Moderators & Administrators

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# Introduction

# Navigation & Document Use

Roles & Authority

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Jump to Sections

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Command Governance

Command restriction by rank

Command-specific limitations



6. Commands & Tools

Server Messaging Standards

Hints & Announcements policy

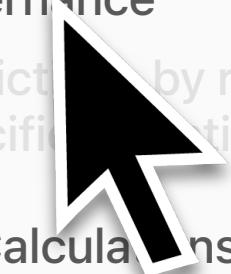
Command Governance

Command restriction by rank

Command-specific limitations

Multi-Offense Calculations

Stacking ban-eligible offenses



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Section cover page links. Each section cover page includes a clickable header - select any link to jump directly to the relevant page in that section.

# Confidentiality

This handbook and all internal staff materials are confidential. Do not share, quote, screenshot, forward, copy, or paraphrase any part of this document or any internal staff guidelines, rules, or punishment standards under any circumstances, including to justify or explain a moderation action to a community member.

This restriction applies everywhere: public channels, direct messages, tickets, group chats, external servers, or any other platform. Sharing "small parts," paraphrasing, summarizing, or sending cropped screenshots is still considered disclosure. Internal standards are for staff use only and may only be discussed with authorized staff in approved staff spaces.

Enforcement is zero tolerance. If you are found sharing this handbook or any internal staff guidelines, you will be permanently banned from LA:RP and all related servers, with no right to appeal, regardless of intent or reason.



# Quick Reference

## Rapid Response Essentials

At-a-glance enforcement and chaos tools: SPT, overload indicators, staff requests, and PT/PRTY procedures



# Standard Punishments Table

**DO NOT SHARE**



## Core RP & Gameplay Violations

	Verbal Warning	Warning	15MIN Kick	30MIN Kick	Temp Ban	Ban
RDM		1	2	3		4
VDM		1	2	3		4
FRP		1	2	3	4+ 2 weeks	
NFRP		1	2	3	4+ 2 weeks	
NLR		1	2	3	4+ 2 weeks	
GTA Driving		1	2	3	4+ 1 week	
Random Shooting		1	2	3	4+ 1 week	
Cop Baiting		1	2	3	4+ 1 week	
Team Killing		1		2		3
Corrupt Cop RP	1		2			
Disrespect		1	2		3+ 1 week	
NITRP			1		2+ 1 week	
RP Without Permission	1		2			
Banned RP						1

## Staff Operations Interference & Compliance

	Verbal Warning	Warning	15MIN Kick	30MIN Kick	Temp Ban	Ban
Tool Abuse		1	2	3	4+ 1 week	
Shooting During Staff Scene		1	2	3	4+ 2 weeks	
Interrupting Staff Scene		1	2	3	4+ 3 weeks	
Not listening to Staff Orders		1	2	3	4+ 1 week	
Staff Evasion					1 3 weeks	2
Lying to Staff		1				
Rejoining After Kick					1+ 1 week	
L/RTAA		1				
Cuff Rush				1		2
Auto jail				1		2
Breaking PR/ PRTY Timers			1	2		
Interfering with RP		1	2	3	4+ 2 weeks	
L/RTAP						1
Towing Staff Cars				1		2
Trolling						1

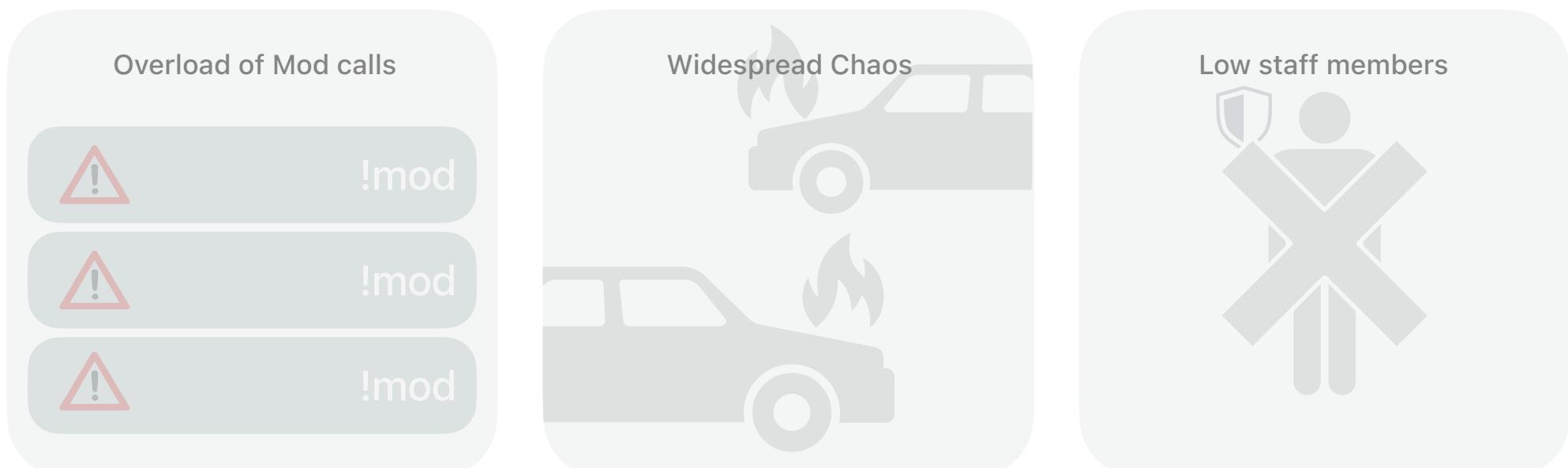
## Integrity, Identity, and Platform Safety

	Verbal Warning	Warning	15MIN Kick	30MIN Kick	Temp Ban	Ban
Staff RDM					1 3 weeks	2
Staff VDM					1 3 weeks	2
Impersonating Staff					1 3 weeks	2
Racism						Permanent
Breaking Roblox ToS						Permanent
Censor Bypass (serious manner)						Permanent
Underage						1
Unrealistic Avatar	1			2		
Exiting JD	1			2		
Use of RC Liveries	1			2		
Usage of WL Items	1			2		
Using Booster/VIP Items	1			2		

# High-Load Operations (Chaos Protocol)

## Indicators of Server Overload

The server is considered high-load when normal moderation capacity is no longer sufficient to maintain control and response times. Common indicators include a **sustained backlog of moderation calls** (e.g., multiple mod calls on screen at once), **widespread disruption** such as repeated RDM/VDM, random shooting, trolling, or ongoing chaos across multiple locations, and insufficient staffing, especially when there are **few or no on-duty staff available** to respond.



## Requesting Additional Staff

If the server is high-load and on-duty staff cannot keep up, request additional staff using **c!requeststaff** in any Discord channel. This will notify all online JHR+ staff, who will review the situation and accept the request if appropriate.

## PT/PRTY timers

Staff may activate Priority Timer (:prty) and Peace Timer (:pt) to temporarily restrict high-intensity criminal roleplay when required for server stability. Both timers are capped at 600 seconds (10 minutes). During severe chaos, activate both timers to regain control.

### Priority Timer — :prty [seconds]

Use Priority Timer to reduce disruptive actions and keep roleplay quality manageable during high activity. When activated, post the following announcement:

```
:h A priority timer is active. Refrain from shooting, evading, or committing robbery.
```

### Peace Timer — :pt [seconds]

Use Peace Timer to temporarily halt criminal activity during critical conditions, such as mass RDM/VDM, insufficient staff availability, or immediately after requesting additional staff. On activation, run the following commands:

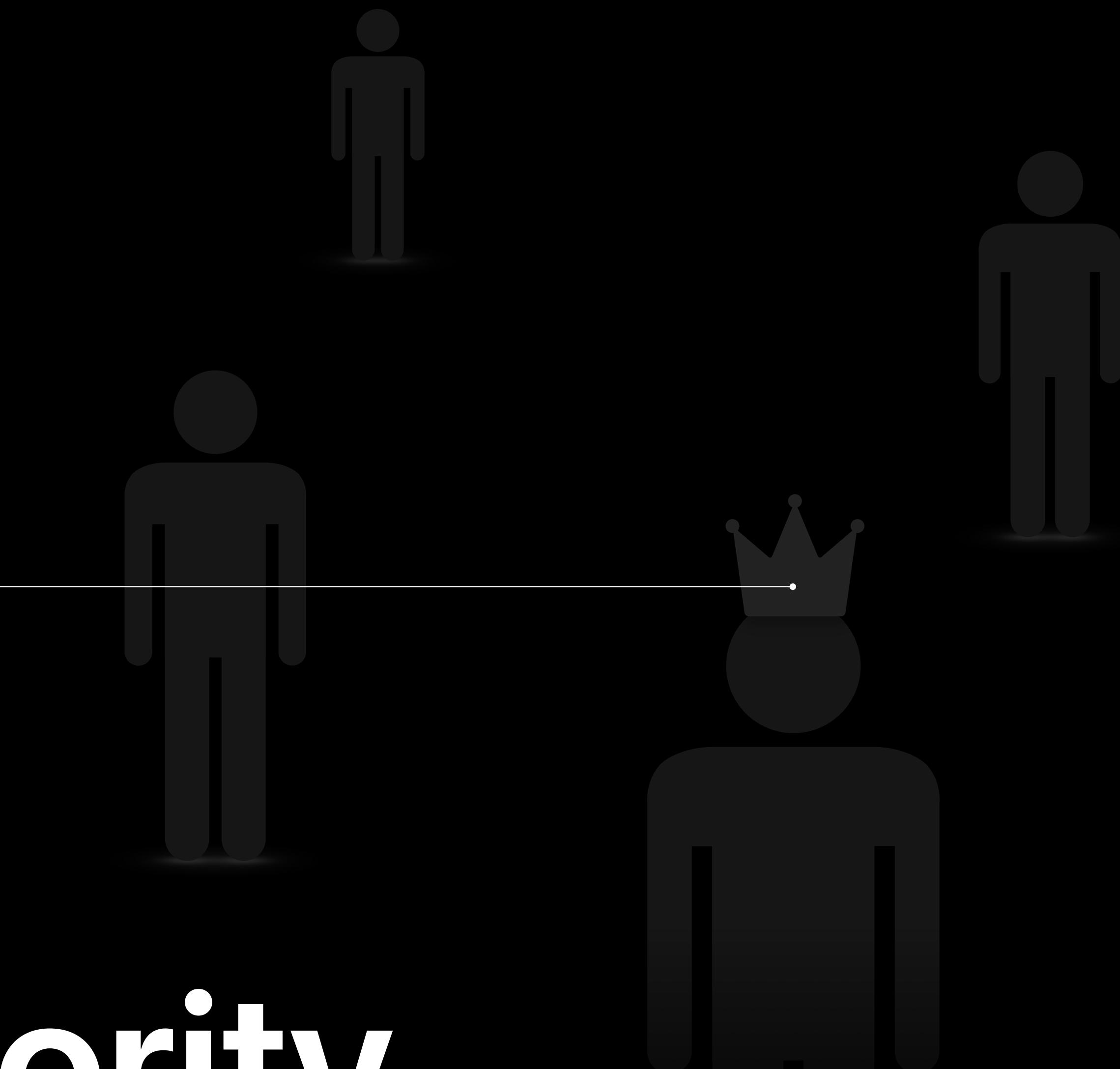
```
:unwanted all  
:free all
```

**Staff Rank Structure**[Rank overview](#)[Responsibilities by Rank](#)[Escalation pathways and handoff rules](#)

# Roles & Authority

**Staff Structure**

This section defines staff authority, role expectations, and how issues are escalated and handed off correctly



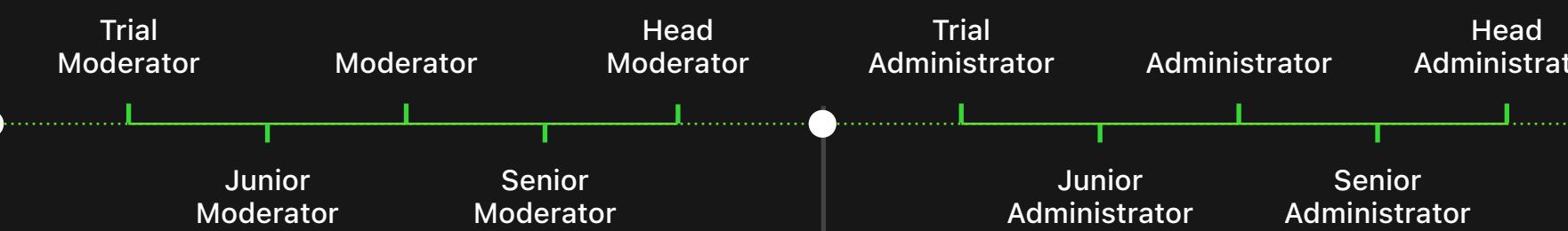
# Staff Rank Structure

## General Staff

### Moderation Team

Grants permission for Hostage/Kidnap, DUI, Checkpoint, Roadwork RP, etc

Enforce rules, manage mod scenes, issue punishments, approve roleplay permissions.



### Administration Team

Same permissions as moderators

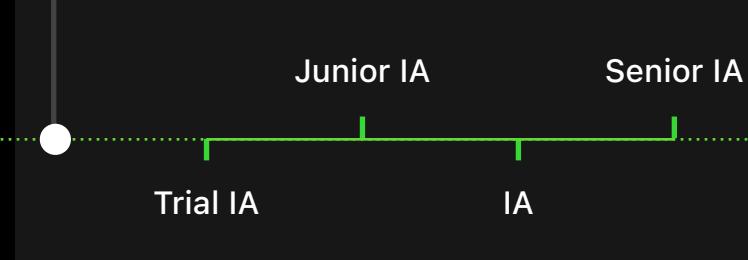
Admins have all Moderator powers, with the added authority to issue bans.

## Compliance Team

### Internal Affairs Team

Same permissions as moderators

Oversees moderation and administration, ensuring staff compliance, ethics, and policy adherence.

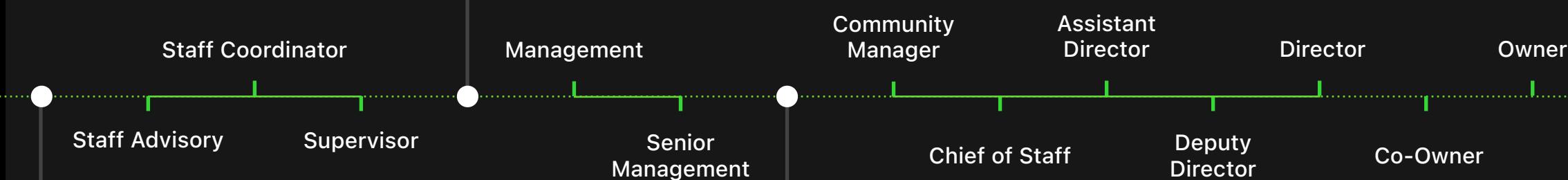


## Server Leadership

### High Rank

Grants permission for STS, Border RP

High Rank performs JHR oversight, with limited approval on designated actions and tickets.



### Junior High Rank

Grants permission for Animal RP, Bus RP

JHR handles permitted tickets, coordinates feedback, supervises lower ranks, and recommends promotions, no final authority.

### Senior High Rank

Unrestricted

SHR sets policy and direction, and makes final decisions on major cases.

Moderation Workflow

Greeting & send-off messages

Evidence Standards

Non-ban punishments

Ban evidence standards

Game Bans

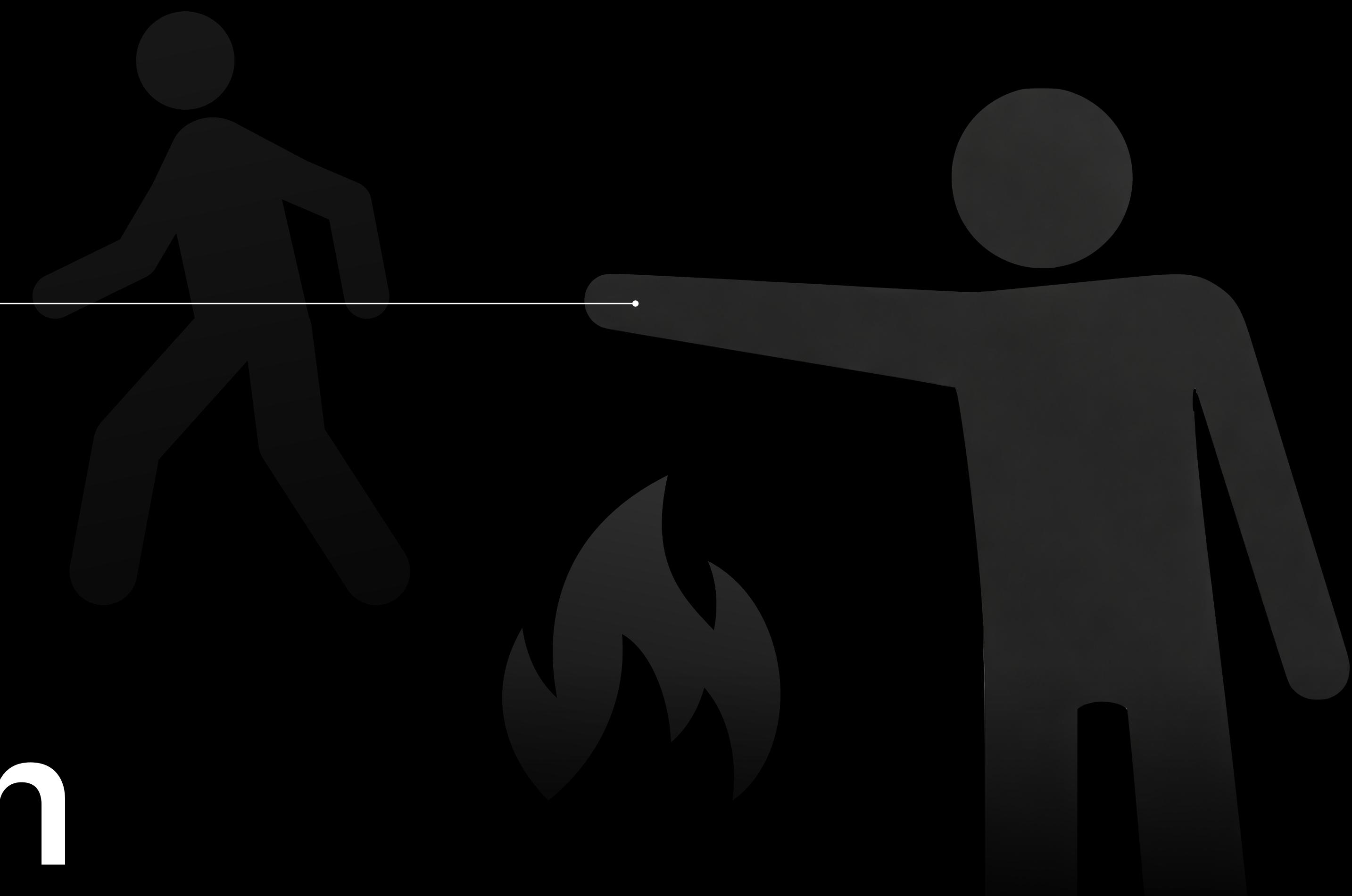
Ban request procedure (mods)

Approval procedure (admins)

## Case Handling

This section standardizes how you run cases end-to-end, document them properly, and escalate bans correctly.

# Moderation



# Moderation Workflow

## Greeting message

When responding to a moderation call, you may use the greeting below as a template and customize it, provided it remains grammatically correct.

"Hi there, I'm [Name] from the moderation / administration / internal affairs team. I'm here to help — what seems to be the issue?"

**Staff must include a name.** This does not need to be the exact Roblox username; a shortened or preferred name is acceptable.

Staff must **state their team** and **must not disclose rank, seniority, or trial status** during the initial greeting. Rank distinctions are internal and must not be presented at first contact.

## Send-off message

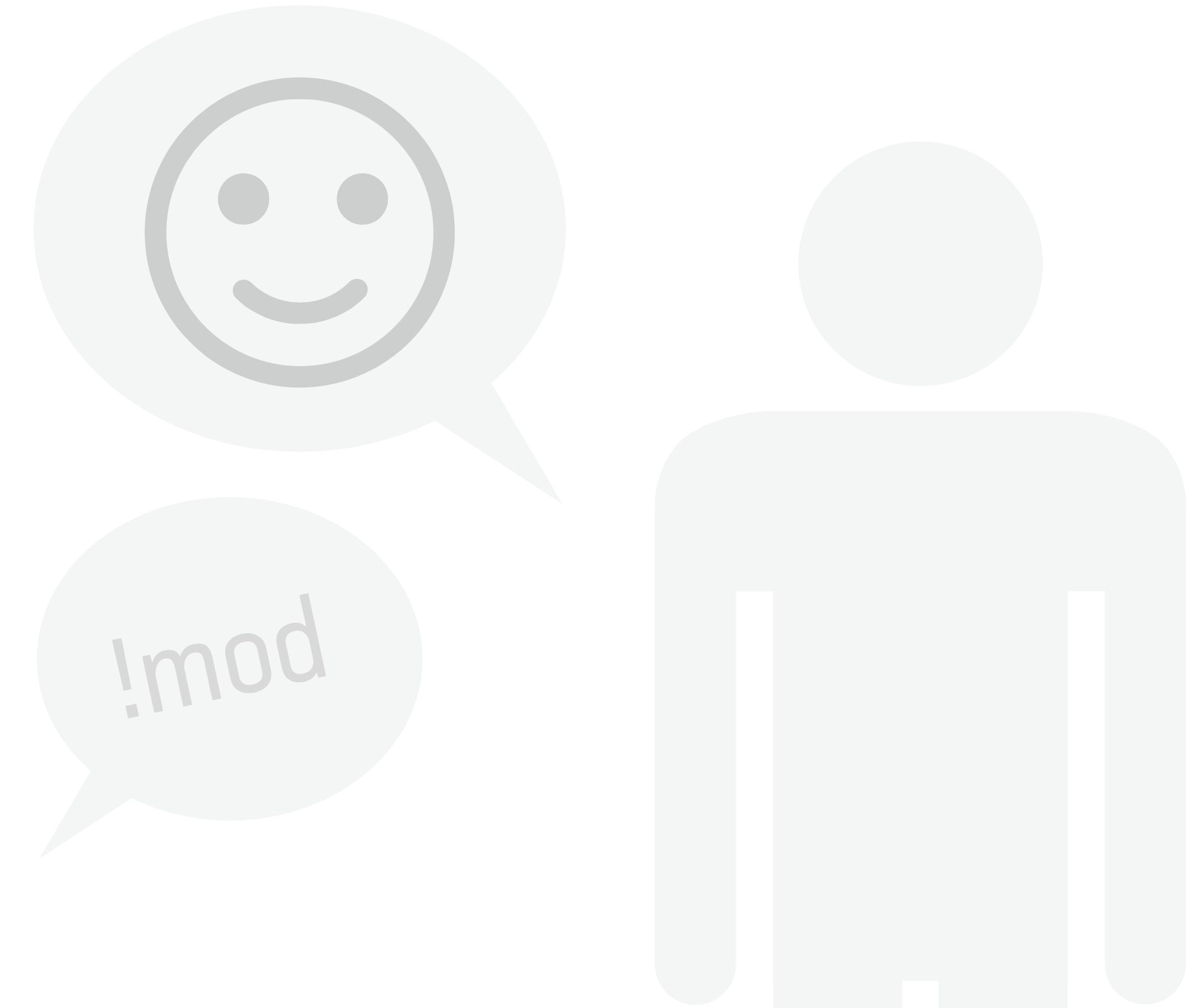
At the conclusion of a moderation call, staff must end the interaction with a professional send-off message. The appropriate message depends on the nature of the call.

For general or non-reporting calls, staff can use the following:

"Thank you for reaching out. If you need further assistance, feel free to contact the moderation team again. Enjoy the rest of your time in the server."

For reporting or rule-related calls, staff can use the following:

"Thank you for bringing this to our attention. We appreciate your help in maintaining server standards. If any further issues arise, please contact staff again."



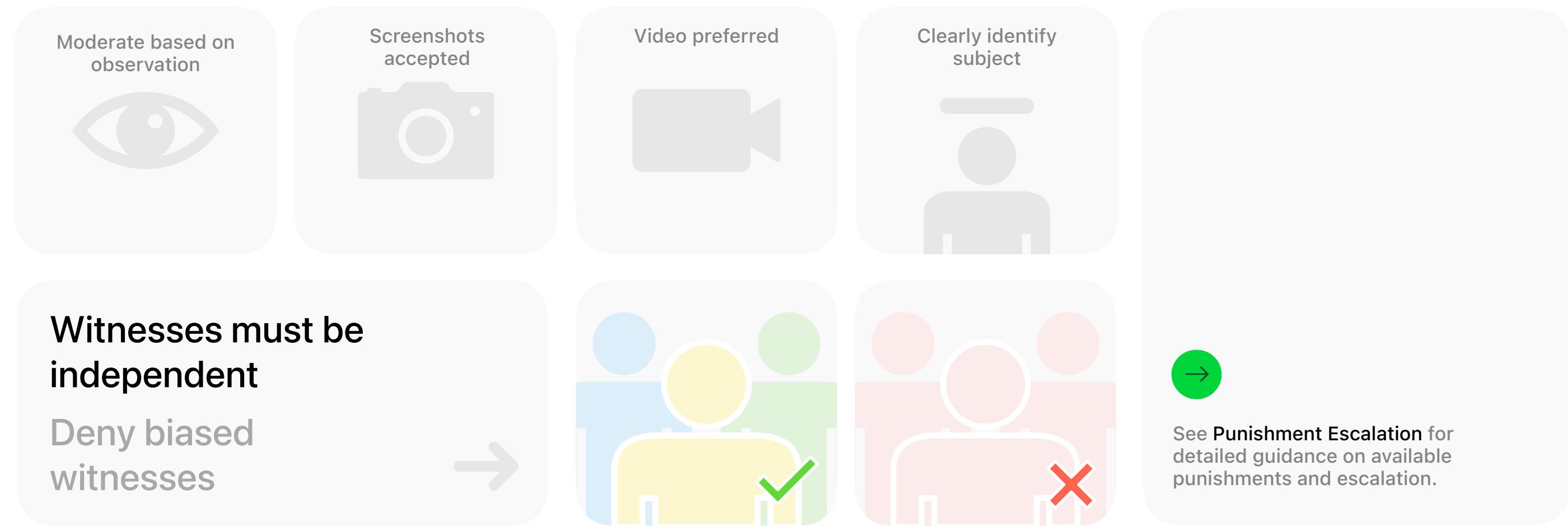
# Evidence Standards

## Non-ban punishments

For non-ban punishments (warnings, kicks, temp actions), staff may enforce without recorded proof if the violation was **directly witnessed by the staff member**.

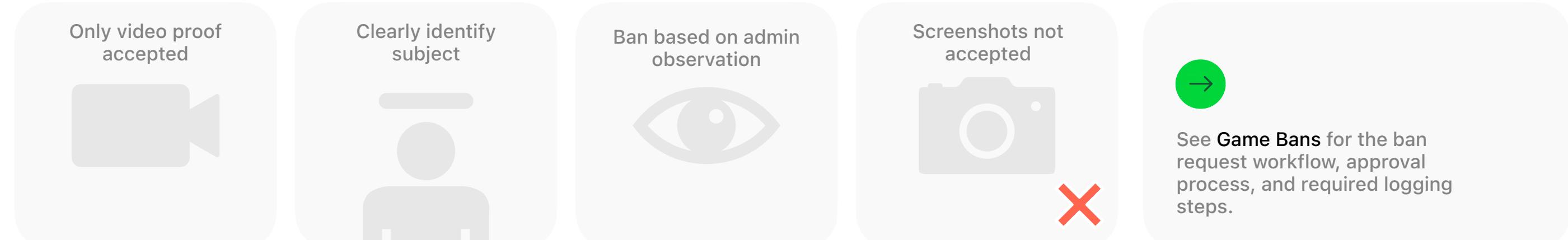
All reports relying on witnesses must include **three or more independent witnesses**. Witnesses are **not considered independent if they are part of the same gang, mafia, roleplay group, or friend group as the reporter**. Law Enforcement and whitelisted department members (e.g., LAPD, LAFD, FBI) are treated as **independent by default** unless there is clear evidence of bias. Staff may reject witness groups that appear coordinated or non-independent.

When proof is provided, both **video and screenshots are accepted**, but video is preferred. Evidence must clearly identify the subject (e.g., visible username above the avatar, identifiable vehicle/license plate) and must show sufficient context to support the claim. Partial screenshots that do not show what happened before or after are **not considered reliable proof**.



## Ban evidence requirements

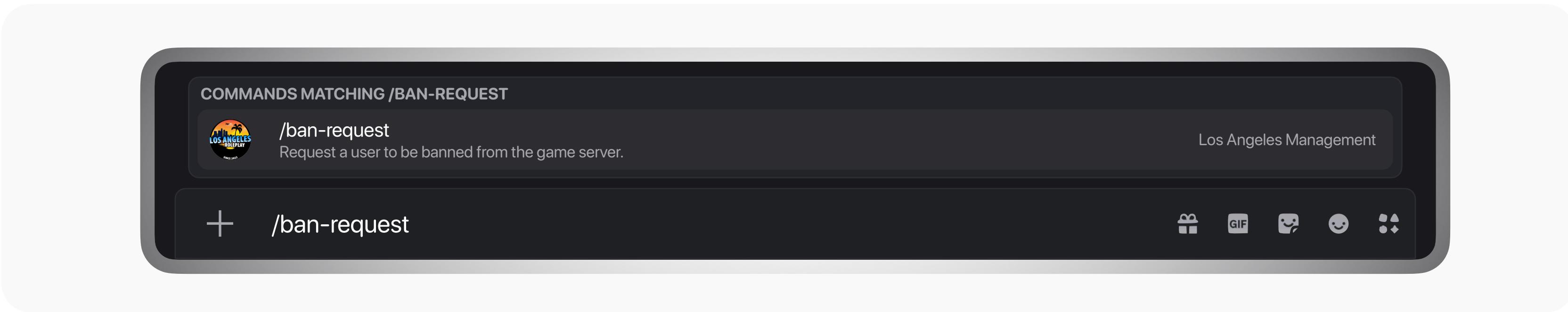
When submitting a ban request, moderators must **provide video evidence**. The clip must clearly show the relevant actions, full context, and identity required to support the ban. **Administrators may issue bans if they witnessed the violation directly or if the report meets the same independent witness standard**.



# Game Bans

## Ban request procedure (mods)

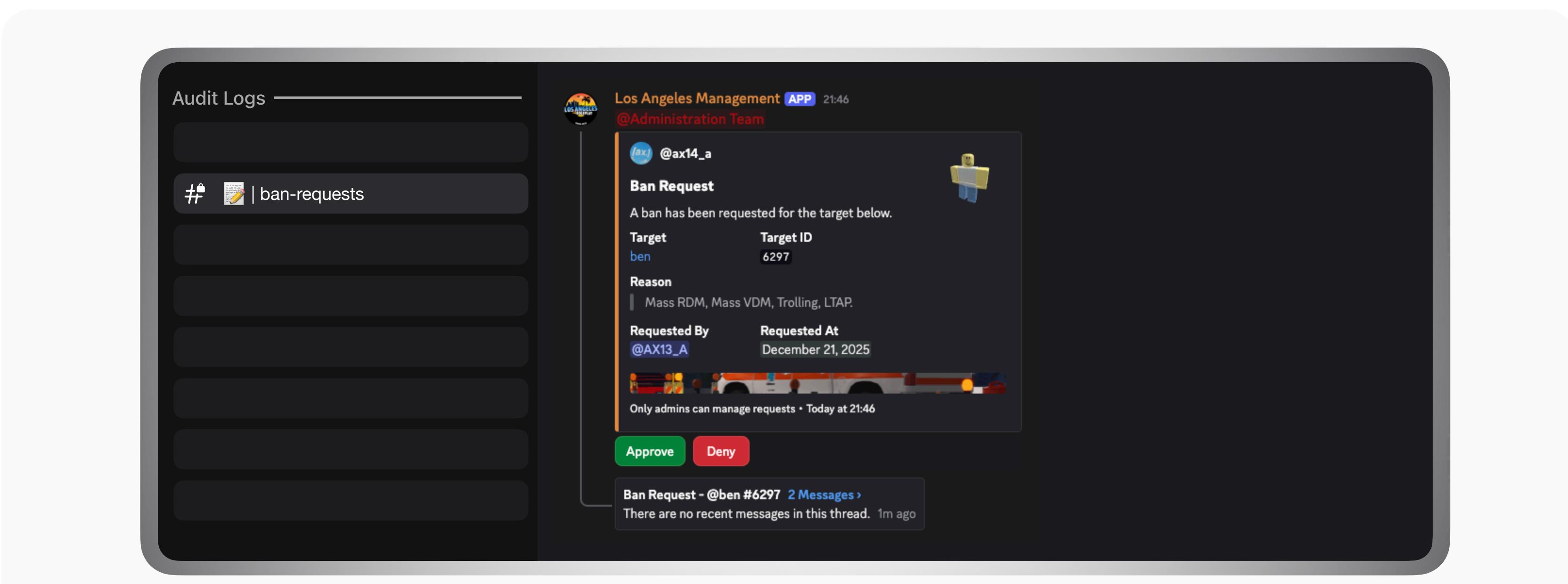
Moderators do not issue bans directly. When a ban is warranted, gather the required evidence, then submit a **request using /ban-request** in the Los Angeles Management Bot. **Include a clear reason** that matches the violation. Once submitted, your role is complete unless an administrator asks for clarification.



## Approval procedure (admins)

Administrators must **monitor #ban-request**. New requests will ping you. Review the provided evidence and the stated reason for accuracy and ban-worthiness. If the reason is incorrect, correct it. If the case does not meet ban standards, deny the request.

If approved, execute the ban and complete logging as follows. For temporary bans, **log using /temp-ban** in the Los Angeles Management Bot and **log on Vex using >p**. For permanent bans, log on Vex using >p only (no /temp-ban required).



**Punishment Escalation**[Types of Punishment](#)[Escalation rules](#)[Stacking kick-eligible offenses](#)[Stacking ban-eligible offenses](#)**Discipline Rules**

This section defines how discipline is applied consistently, escalated over time, and calculated fairly for multiple violations.

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# Enforcement



# Punishment Escalation

## Escalation Rules

Two warnings within a three-hour window escalate to a 15-minute kick. Two kick-level offenses within a three-hour window escalate to a temporary ban.

Before issuing any punishment, staff must **check the player's history**. If the player **repeats the same or a similar offense**, **escalate the outcome** using the SPT tiering even if the previous incident occurred on an earlier date. For example, if a player commits RDM once, they receive x1 treatment (warning). If they RDM again later, treat it as x2 (15-minute kick).

## Stacking Ban-Eligible Offenses

If a player commits multiple ban-eligible offenses, **add the ban durations together** to determine the total ban length. Example: 4x FRP (2 weeks) + 4x Random Shooting (1 week) = 3 weeks. Another example: GTAD (1 week) + Cop Baiting (1 week) = 2 weeks.

## Stacking Kick-Eligible Offenses

When a temporary ban is triggered by two kick-level offenses, calculate duration as follows: treat each offense as if it were ban-eligible, add their ban-equivalent durations together, then divide the total by two. Example: 2x Team Killing is normally kick-level, but its ban-equivalent (x3 tier) is 3 weeks. 3x Cop Baiting is normally kick-level, but its ban-equivalent (x4+ tier) is 1 week. Total is  $(3 + 1) / 2 = 2$ -week temp ban.

Verbal Warning	Kick	Ban
Used for minor, low-impact, or first-time issues. Verbal guidance only. Do not log verbal warnings.	Temporarily removes a player to stop immediate disruption. Before kicking, clearly state the reason and the kick duration.	Removes a player indefinitely. Some bans are appealable; unappealable bans are explicitly marked and enforced.
Warning	Temp Ban	
For disruptive behavior affecting roleplay. Must include :jail. If they bail, re-jail them; bailing isn't kickable here.	Blocks the player from joining for a defined period (typically 1–3 weeks). Before applying, state reason and duration.	

## Types of Punishment

Staff may issue five levels of punishment based on the severity and frequency of rule breaking.

Always refer to the Standard Punishment Table (SPT) for proper escalation.



**Command Governance****Command-Specific Restrictions**

## Tool Governance

This section sets communication rules and ensures commands are used correctly, consistently, and within rank authority.

# Commands & Tools

# Command Governance

## Moderation & Player Control

	Moderation Team	Administration Team	Internal Affairs
:kick [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:ban [Player]		ON/OFF DUTY <sup>1</sup>	ON/OFF DUTY <sup>1</sup>
:unban [Player]		ON/OFF DUTY <sup>1</sup>	ON/OFF DUTY <sup>1</sup>
:jail [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:unjail [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:free [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:kill [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:down [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:respawn [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:refresh [Player]	ON/OFF DUTY <sup>2</sup>	ON/OFF DUTY <sup>2</sup>	ON/OFF DUTY <sup>2</sup>
:load [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:heal [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:wanted [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:unwanted [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY

## Server Messaging

	Moderation Team	Administration Team	Internal Affairs
:m [Message]	ON-DUTY ONLY <sup>3</sup>	ON-DUTY ONLY <sup>3</sup>	ON-DUTY ONLY <sup>3</sup>
:h [Message]	ON-DUTY ONLY <sup>4</sup>	ON-DUTY ONLY <sup>4</sup>	ON-DUTY ONLY <sup>4</sup>
:pm [Player] [Message]	ON/OFF DUTY <sup>5</sup>	ON/OFF DUTY <sup>5</sup>	ON/OFF DUTY <sup>5</sup>

For commands marked with \*, see Command-Specific Limitations

## Teleportation & Movement

	Moderation Team	Administration Team	Internal Affairs
:to [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON/OFF DUTY <sup>6</sup>
:bring [Player]	ON-DUTY ONLY <sup>7</sup>	ON-DUTY ONLY <sup>7</sup>	ON-DUTY ONLY <sup>7</sup>
:tp [Player1] [Player2]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:tocar	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:toatv	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:view [Player]	ON-DUTY ONLY	ON-DUTY ONLY	ON/OFF DUTY <sup>6</sup>

## Time & Weather

	Moderation Team	Administration Team	Internal Affairs
:time [0-23]			
:weather [Type]			

## Information & Logs

	Moderation Team	Administration Team	Internal Affairs
:logs	ON/OFF DUTY	ON/OFF DUTY	ON/OFF DUTY
:killlogs	ON/OFF DUTY	ON/OFF DUTY	ON/OFF DUTY
:bans			
:mods	ON/OFF DUTY	ON/OFF DUTY	ON/OFF DUTY
:admins	ON/OFF DUTY	ON/OFF DUTY	ON/OFF DUTY
:cmds	ON/OFF DUTY	ON/OFF DUTY	ON/OFF DUTY

## Roleplay & Scenario Tools

	Moderation Team	Administration Team	Internal Affairs
:startfire [Type]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:startnearfire [Type]	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:stopfire	ON-DUTY ONLY	ON-DUTY ONLY	ON-DUTY ONLY
:ppty [Seconds]	ON-DUTY ONLY <sup>8</sup>	ON-DUTY ONLY <sup>8</sup>	ON-DUTY ONLY <sup>8</sup>
:pt [Seconds]	ON-DUTY ONLY <sup>8</sup>	ON-DUTY ONLY <sup>8</sup>	ON-DUTY ONLY <sup>8</sup>

## Server Management

	Moderation Team	Administration Team	Internal Affairs
:shutdown			
:loadlayout [Type]	ON-DUTY ONLY <sup>9</sup>	ON-DUTY ONLY <sup>9</sup>	ON-DUTY ONLY <sup>9</sup>
:unloadlayout [Type]	ON-DUTY ONLY <sup>9</sup>	ON-DUTY ONLY <sup>9</sup>	ON-DUTY ONLY <sup>9</sup>

## Role & Permission Management

	Moderation Team	Administration Team	Internal Affairs
:mod [Player]		ON-DUTY ONLY <sup>10</sup>	ON-DUTY ONLY <sup>10</sup>
:unmod [Player]		ON-DUTY ONLY <sup>10</sup>	ON-DUTY ONLY <sup>10</sup>
:helper [Player]			
:unhelper [Player]			
:admin [Player]			
:unadmin [Player]			

# Command-Specific Restrictions

## **1 :ban / :unban**

T/A+ may only use :ban off duty when no JHR+ are in-game and an on-duty Moderator requests the ban. Do not initiate or handle ban actions while off duty.

## **2 :refresh**

T/M+ may only use :refresh to reset your avatar or clear mod calls. Do not use it to heal, escape RP, or remove injuries.

## **3 :m**

Do not use :m unless you are actively running an STS. During an STS, :m is restricted to approved messages only (see Appendices → Reference Materials → STS Guide).

## **4 :h**

Use :h for approved announcements only (see Appendices → Reference Materials → Utility Commands Guide). Never use announcements to joke, troll, punish, or request staff assistance. Wait 5 minutes between announcements and 10 minutes before repeating the same announcement. Custom hints require JHR+ approval.

## **5 :pm**

Do not use :pm during any roleplay. Using :pm while in RP is command abuse. :pm is permitted only for legitimate staff communication outside RP (e.g., contacting on-duty staff, requesting moderation support when no staff are available, or administrative coordination). Do not use :pm to influence, coordinate, or interfere with RP.

## **6 :view / :to**

T/IA+ may use :view only to supervise on-duty staff when misconduct is suspected. Do not use it to observe or follow random players. :to may be used only as a follow-up to supervision.

## **7 :bring**

To avoid disrupting roleplay, :bring requires a two-step process. First, send this exact message:

:pm [USER] You are being brought by staff. Please wrap up any ongoing activity and inform nearby players. You will be teleported in approximately 20 seconds.

Then wait at least 20 seconds before executing :bring.

## **8 :prty / :pt**

Follow the procedures in Quick Reference → PT/PRTY Timers. Do not improvise timer rules.

## **9 :loadlayout / :unloadlayout**

Two on-duty layouts are authorized. Use :loadlayout stop signs / :unloadlayout stop signs to make stop signs solid in City and Springfield to reduce GTA-style driving. Use :loadlayout 207 / :unloadlayout 207 to enable/disable the 207 layout.

## **10 :mod / :unmod**

T/A+ may use :mod/:unmod only during trainings. T/IA+ may use them only when processing a termination.



Quick Reference  
PT/PRTY Timers



Reference Materials  
STS Guide



Reference Materials  
UCG

### RP Permissions Overview

Hostage / Kidnap RP  
Checkpoint RP  
Roadworks RP  
Robbery RP  
DUI RP  
Prohibited RP Content  
Self-Harm / Suicide RP clarification  
Other RP Types  
Logging

### RP Rules

This section explains which roleplays need approval, how to log them, and what scenarios are restricted or prohibited.

# RP Permissions

# RP Permissions Overview

## DUI RP

DUI has no cooldown or restrictions. Multiple DUIs may be approved and do not require limitation beyond standard professionalism and control.

## Robbery RP

All robbery scenarios require permission. Bank robberies may be approved once every 15 minutes and robberies must not be run back-to-back. Log the type (bank/store/business) and location.

## Roadworks RP

Multiple roadworks may be approved only if they are in different locations. Log the road name or area with each approval.

## Checkpoint RP

Only one checkpoint may be active at a time. Before approving, confirm there is no ongoing checkpoint and log the department and location.

## Hostage / Kidnap RP

Hostage/Kidnap requires approval and a /roleplay log entry including usernames and location. A 30-minute cooldown applies from the last log. Do not approve at prohibited locations (bunker near housing, safe zones, HRP tunnels, courthouse, SF gun store, Barn Silo). Approval requires a credible backstory; low-effort reasons (e.g., "for fun") are not acceptable. If you approve it, you must supervise the scene. Do not approve during high-load conditions (unanswered mod calls, pending Discord checks, or if you are the only staff online).

## Logging



Log RP permissions via /roleplay log with clear details (see Appendices → Reference Materials → Utility Commands Guide). For any RP with cooldowns, limits, or concurrency rules, check logs before approving.

## Other RP Types

Only the RP types listed above require logging unless a separate rule restricts them to JHR+ approval. Re-doing the same RP scenario is not permitted. Different RP types may run simultaneously unless a specific rule states otherwise.

## Prohibited RP Content

Roleplay referencing real-world sensitive events or conflicts is not allowed. Any RP involving sexual content, torture, excessive violence, bombs, suicide, or other disturbing themes is strictly prohibited. "Hitlist" RP by non-whitelisted mafias is not permitted; targeting or killing users under a "hitlist" claim must be treated as RDM.

## Self-Harm / Suicide RP Clarification

Self-harm RP applies only when a player intentionally roleplays harming themselves (e.g., stating suicidal intent, describing self-injury, or explicitly indicating they want to die). Incidental injury during normal RP, such as being hurt in a chase, jumping off a bridge to escape, or crashing a car, is not self-harm RP. Do not issue bans for self-harm RP without clear signs of intent; if unsure, escalate to a higher rank.

### On-Duty Standards

Professionalism  
Breaks  
Shift Farming  
Avatar and Uniform Standards  
Supervisor Team-Kick Requests  
Vehicle Standards

### Off-Duty Standards

Server Rules  
Staff Uniform  
Retaliation Safeguard  
Staff Requests

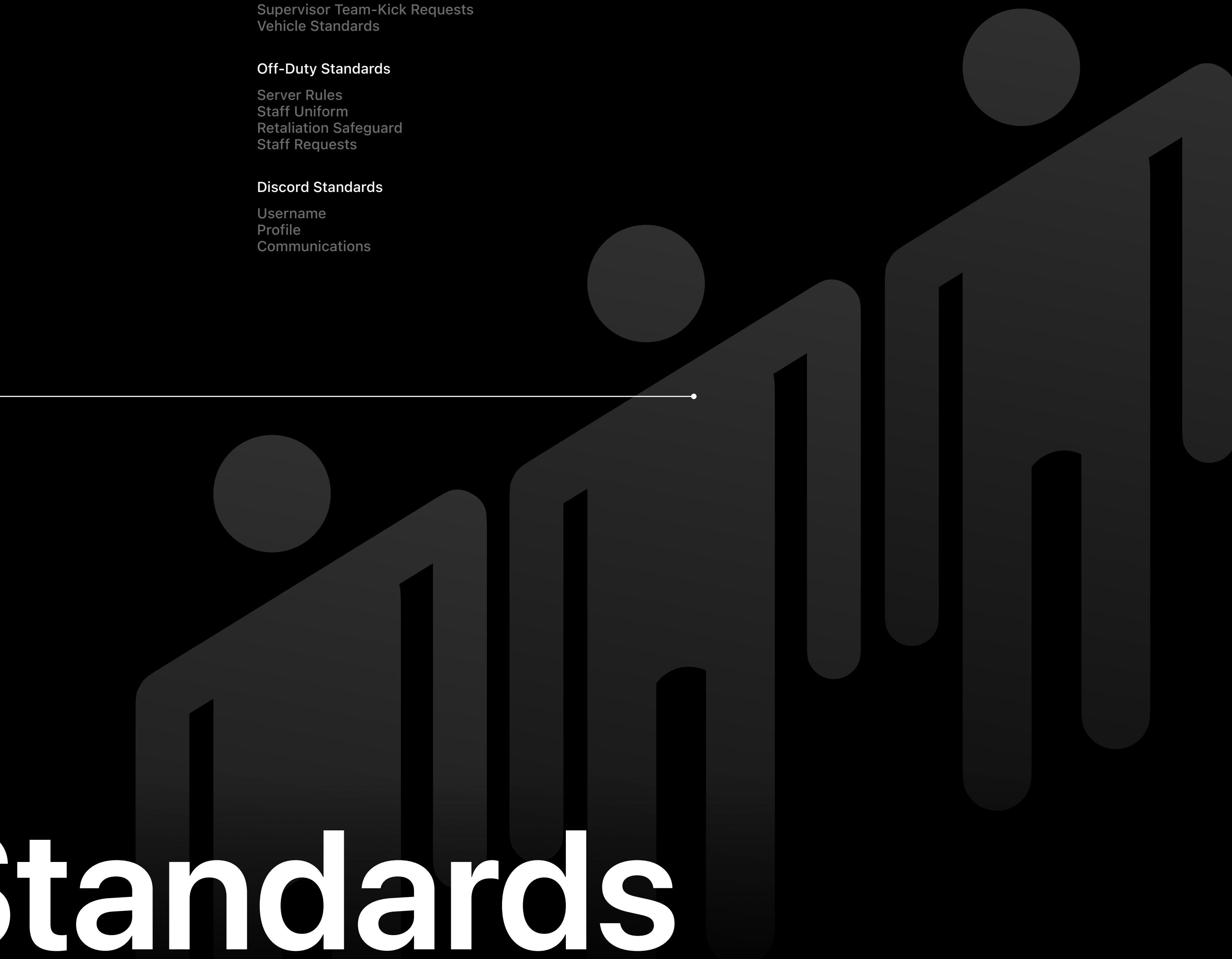
### Discord Standards

Username  
Profile  
Communications

## Conduct Rules

This section sets conduct expectations on and off duty, plus Discord identity and professionalism standards.

# Conduct Standards



# On-Duty

## Professionalism

Staff may relax when no calls are active, but must remain professional in all public spaces. Public misconduct is prohibited, including staff RDM, poor spelling/grammar, excessive joking/trolling, or any behavior that reflects poorly on the staff team. All Discord Checks must be completed before relaxing; messing around while checks are pending will result in an infraction. Unprofessional public behavior will be infractions—act responsibly whenever players can see you.

## Avatar and Uniform Standards

Staff must maintain a realistic, professional on-duty appearance. Modifying the official uniform file is strictly prohibited. Accessories must not cover any part of the uniform, including text, logos, or design elements. MOD/ADMIN armbands are permitted. Standard cosmetics (hair, faces, glasses, headphones) are allowed only if they do not obstruct uniform elements. Unrealistic, trolling, or disguised-trolling avatars are prohibited.

## Breaks

Do not go on break immediately after going on duty to hold a slot. You must be on duty for at least 10 minutes before taking a break. Breaks may not exceed 30 minutes. Taking a break before the 10-minute minimum may result in disciplinary action, including formal infractions.

## Supervisor Team-Kick Requests

Department Supervisors may request a team kick only with valid proof. Requests must be based on clear rule violations, including traffic violations, rushing scenes, using whitelisted items without permission, failure to follow supervisor instructions, or other confirmed rule breaches. Every request must include supporting evidence.

## Shift Farming

Shift farming is not allowed under any circumstances. Any shift farming will void the shift and result in discipline based on duration: 30 minutes or less = Notice; over 30 minutes up to 2 hours = Warning; 2 hours or more = Strike. Staff are responsible for monitoring their activity and ending shifts properly.

## Vehicle Standards

Staff must drive and park responsibly while on duty. Obey traffic laws, avoid blocking spawns, roads, or station entrances, and patrol using STG 1 or 2 if desired. Staff may use any vehicle labeled as LA:RP staff (or equivalent) while on duty.



More conduct rules:  
**Staff Rules Channel**

# Off-Duty

## Server Rules

Off duty does not exempt you from server rules. Any in-game rule violations while off duty will result in staff discipline, including infractions.

## Staff Uniforms

Staff uniforms must not be worn while off duty. Do not represent yourself as on-duty staff when you are not actively working.

## Retaliation Safeguard

Do not self-handle punishments while off duty. If you witness a violation, contact on-duty staff and allow them to handle it. You may not go on duty solely to punish someone involved in a personal conflict.

## Staff Requests

When a staff request is issued, you have only two acceptable actions: go on duty as staff, or leave the game immediately. This rule is strict and non-negotiable.

Do not ignore a staff request based on personal judgment. "The server seems calm," "there are already staff on," "a mod said it wasn't needed," or "I didn't know how many were required" are not valid excuses. If JHR+ includes a number, it is guidance only and does not change your obligation to respond.

If no number is specified, you are still required to go on duty unless five staff are already on duty—this is the only exception. Staff requests override ride-alongs, trainings, and any other activity.

Failure to comply will result in disciplinary action, including promotion ineligible and a warning noted on your record.



More conduct rules:  
**Staff Rules Channel**



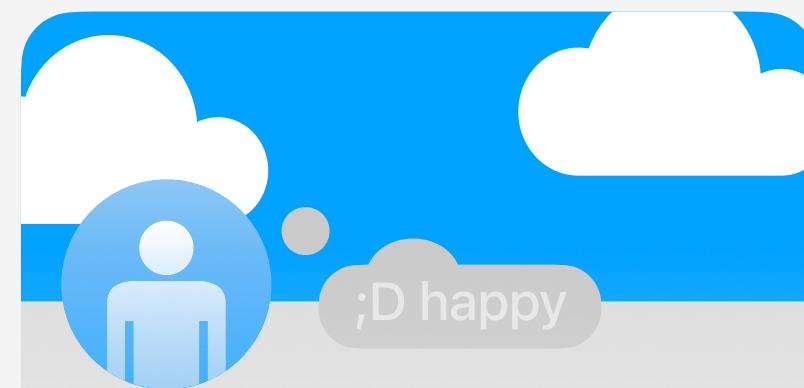
# Discord Conduct

## Username

HELLO  
my name is

Your Discord nickname must include your full Roblox username. You may add your rank prefix before it, but only using the approved formatting provided, and it must be accurate. You may optionally add a three-letter timezone after your name, using the same font style.

## Profile

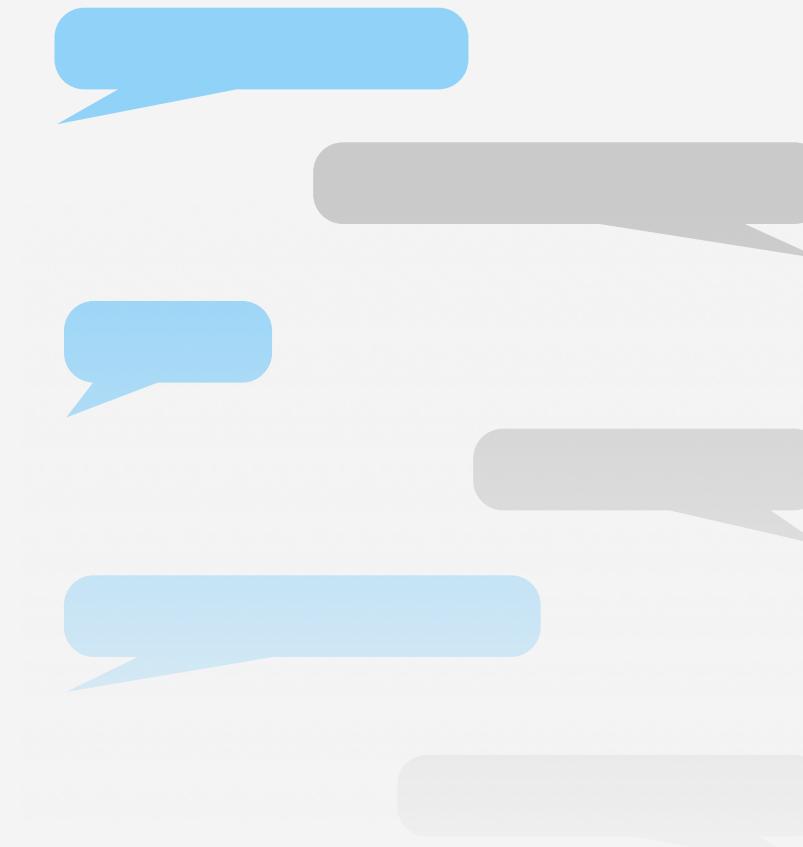


CausalBob

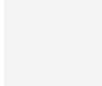
Octopuses have three hearts, blue blood, and still manage better life balance than us—proof multitasking doesn't guarantee inner peace.

Your Discord profile must remain professional. Do not include slurs, hate speech, explicit content, threats, or anything that creates a negative image of the staff team. Staff are held to a higher standard than regular members.

## Communications



Do not joke about raiding, exploiting, corruption, bribery, or "voiding infractions for Robux," even as satire. These statements undermine trust and will be treated as misconduct. Do not trash talk staff, do not disclose internal disagreements or drama, and do not bring staff issues into public or non-staff spaces.



Username font reference:  
**Pinned in Staff Chat**

A, B, C, D , E, F,  
G, H, I, J, K, L,  
M, N, O, P, Q,  
R, S, T, U, V, W,  
X, Y, Z.

**Activity Requirements**

Weekly Duty Quota  
Promotional Eligibility  
Inactivity Discipline Thresholds

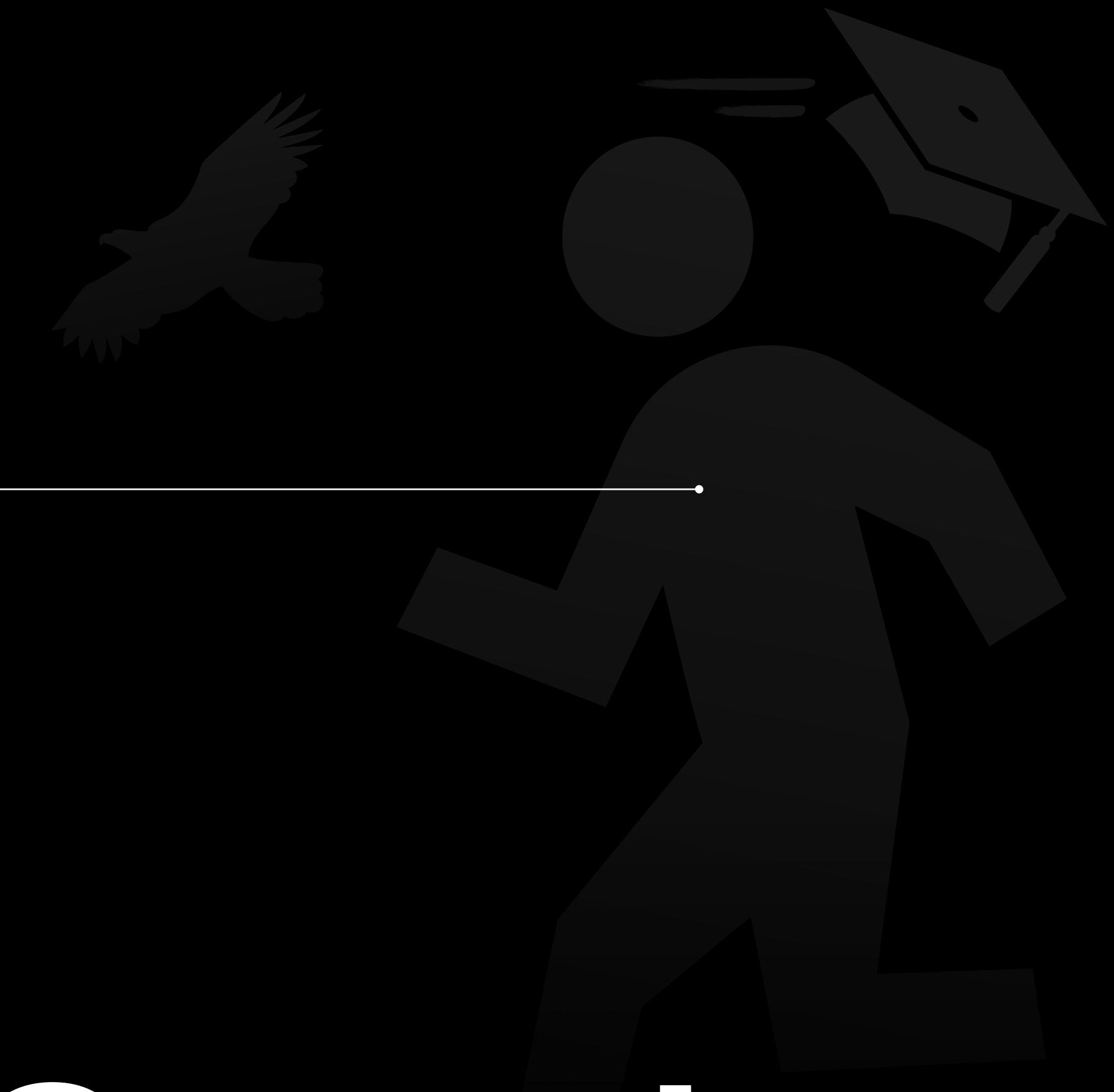
**Trial Programs**

Trial Moderator  
Trial Administrator

**Advancement Rules**

This section defines activity expectations, how trials are passed, and how promotions are earned and restricted.

# Performance & Growth



# Activity Expectations

**3h**

Basic Quota

**7h**

Promotional Quota

**<3**

Staff Points

**15**

Ranked Top 15

## Weekly Duty Quota

All staff in the Moderation and Administration teams must complete a minimum of 3 on-duty hours per week. The quota period resets every Friday.

Failure to meet the weekly quota will result in a staff infraction. Staff may not retire on Thursdays if their weekly quota has not been met.



To join  
Admin Team:  
[Admin Application](#)



To be exempt  
from quota:  
[LOA info](#)

**<0:30h**

Termination

**<2:30h**

Strike

**<3h**

Warning

## Inactivity Discipline Thresholds

Staff activity is reviewed every Friday. If you miss the 3-hour quota, discipline is based on weekly on-duty time: under 30 minutes = termination, 30 minutes–under 2h30 = strike, 2h30–under 3h = warning.

## Promotional Eligibility

Promotions are reviewed and processed every Friday. Meeting the requirements below makes you eligible for consideration, but does not guarantee a promotion. To be considered, you must complete at least 7 on-duty hours during the week and have no more than 3 active staff points.

Promotions are typically awarded to the top 15 staff on the leaderboard, but this may change based on overall team activity and staffing needs.

Head Moderators are not promoted into Administration automatically. Advancement to the Administration team requires a formal application. Administrators are also subject to a two-week promotion cooldown; after any promotion, they must wait at least two weeks before being considered again.

# Trial Programs

**3h**

Basic Quota

**15**

Or more moderations

**0**

Strikes

**<4**

Staff points total

## Trial Moderator

To pass your one-week Trial Moderator period, you must meet all required performance and conduct standards. This includes completing the required number of moderations, meeting the minimum on-duty hours, maintaining zero strikes throughout the trial, and staying below the maximum allowed staff points. Failure to meet any requirement may result in trial failure or extension at leadership discretion.

**7:30h**

Basic Quota

**10**

Or more bans

**0**

Strikes

**<3**

Staff points total

## Trial Administrator

To pass your one-week Trial Administrator period, you must meet all required performance and conduct standards. This includes completing the required number of bans (including direct bans and approved ban requests), meeting the minimum on-duty hours, maintaining zero strikes throughout the trial, and staying below the maximum allowed staff points. Failure to meet any requirement may result in trial failure or extension at leadership discretion.

## Note:

If your trial begins mid-week and crosses a Friday shift reset, your on-duty time is still counted. Your progress is not reset, and you do not need to restart the required trial hours from scratch. All trial activity carries over and will be included in your review. This applies to both Trial Moderators and Trial Administrators.

**Reference Materials**

[Utility Commands Guide reference](#)  
[STS Guide reference](#)

**Version History**

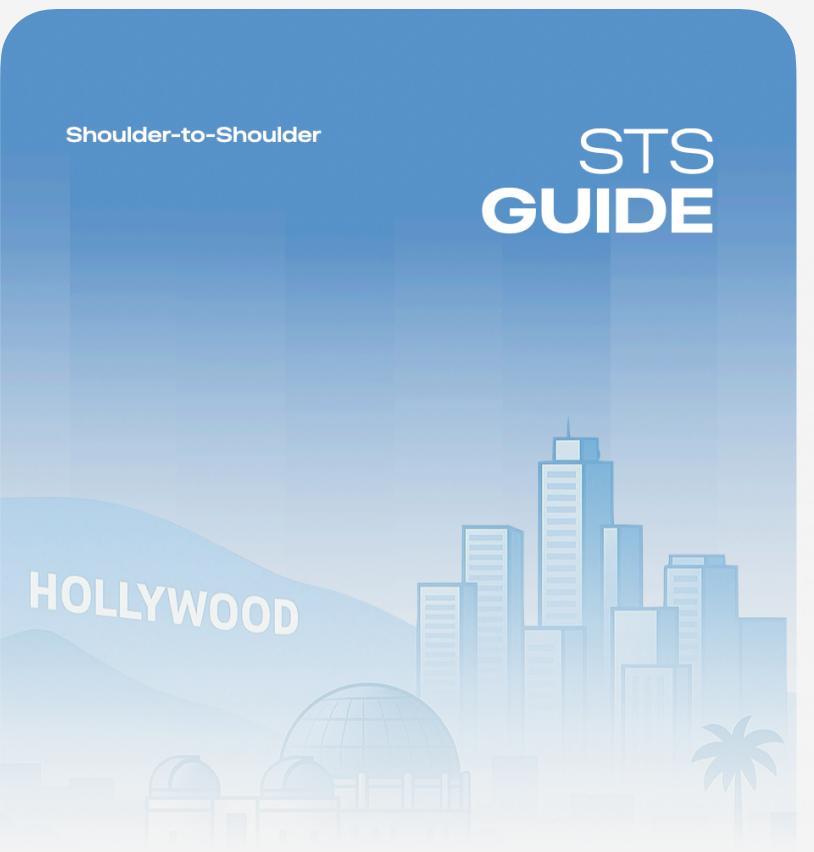
**Disclaimer**

**Author Statement**

# Appendices

# Reference Materials

## STS Guide

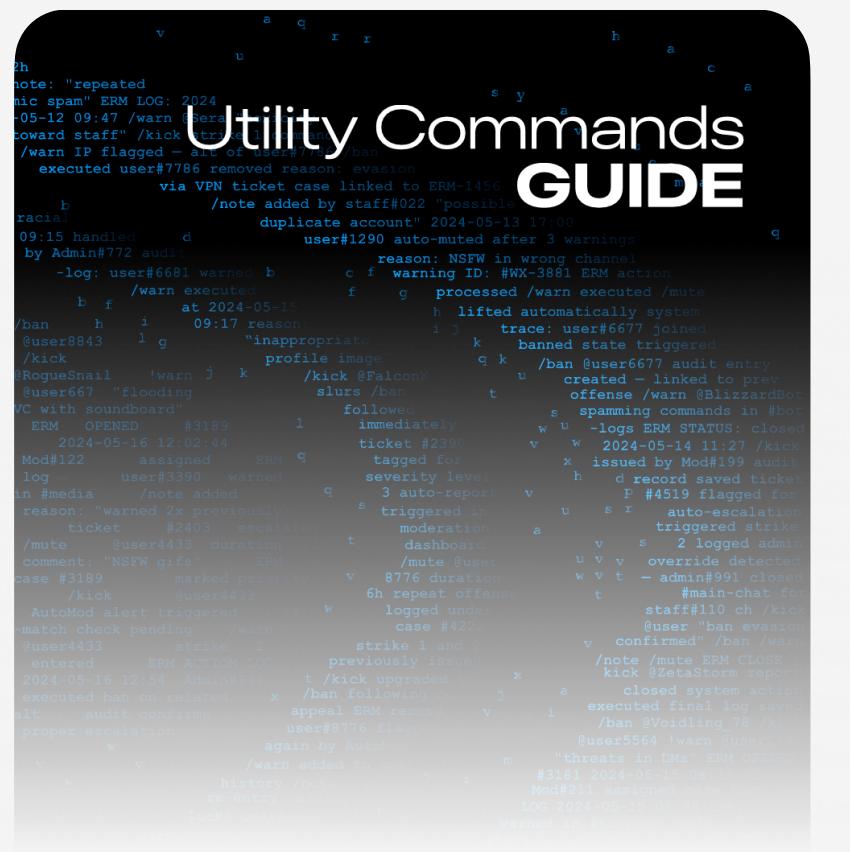


STS  
GUIDE

PDF

Step-by-step procedures for initiating, running, and moderating an STS, including required commands, layout, and messaging.

## Utility Commands Guide



Utility Commands  
GUIDE

PDF

Approved commands and formats for announcements, logging, Discord checks, RP logging, and core staff utilities.

## Staff Rules

Central source for staff conduct, command restrictions, and enforcement expectations. Read and follow at all times.

## LOA Info

Official leave and reduced-activity policies, eligibility, restrictions, and request instructions. Required reading before submitting.

## Staff Announcements

Latest staff updates, rule changes, reminders, and operational notices. Check regularly for current guidance.

# Version History

December 23, 2025  
Published

No version history

## Disclaimer

This handbook is maintained and updated as operational needs evolve. Policies, procedures, and standards described herein may change at any time without prior notice. The absence of a specific rule, scenario, or guideline in this document does not constitute permission, exemption, or limitation of disciplinary authority. All staff are responsible for staying informed of current policies and updated versions of this manual.

The material provided is for internal operational use only. For corrections, concerns, or reported inconsistencies, staff must submit a Management Support ticket.

## Author Statement

This handbook was created by ax13\_a, for the LA:RP (LOSRPS) staff team, and is provided voluntarily by its authors, who retain creative ownership while offering it for community use. Some visuals were produced with AI-assisted tools and manually refined for accuracy and consistency.

