Prewired

Online Community Management

For Prewired's online platforms such as Discord and Google Meet

Version 1.0, last revised 17 Oct 2021

Purpose

The purpose of these procedures is to be displayed to and agreed to by mentors and attendees when they use an online platform run by Prewired. These rules were initially created to manage the Prewired Discord server during 2021's Summer Hack, which can be found here:

https://discord.gg/82M8Y7H78p

These rules are intended to complement existing policies such as the Prewired Child Protection Policy and Usage of Prewired Computing Facilities. These two policies always take precedence over this document.

Discord

Some inspiration for this document has been taken from [this gist](#) by Ryonez, and The Coding Train's [Discord Code of Conduct](#).

Minimum Age

Note that Discord requires users to be at least 13+ years of age. As such, attendees using the Prewired Discord server must be 13+ years of age. **There is currently no exception to this rule.** A parent cannot sign up on behalf of the child, as the child will be the main user and this could still result in the deletion of the Discord server.

Joining

When a new user joins the server they will be assigned the *@needs-verifying* role by the Dyno bot. This restricts them to chatting in the *#checkup* channel. Usually mentors will know the username of attendees in advance, and be able to assign them the *@attendee* role without verifying the user. However, if we do not already know the identity of the user, we can ask questions and video chat with them here.

Once a duty mentor is happy with their identity, they can be assigned the *@attendee* role and access the attendee channels.

The Dyno bot can be managed from Dyno's website, by logging in with Prewired's Discord administrator account (admin@prewired.org): https://dyno.gg/manage/

Discord Roles

Discord makes use of *roles* which can be added to users in a server. A role has a number of configurable permissions associated with it. A role can be *tagged* in a message using @[role]. This will send an explicit notification to every user with that role.

We use the following roles in the Prewired Discord server:

Role	Description	Permissions
needs-verifying	Unknown user	Chat in #checkup channel
attendee	Verified Prewired attendee	Chat and voice
mentor	Disclosed Prewired mentor	Kick, ban, mute, etc
duty mentor	Prewired duty mentor	Server management
safeguarding officer	Prewired CPO	Server management
admin	Server administrator	Full

Server Structure

The Discord server is split into multiple categories, with different proposes and permissions.

Category	Description
Information	General information for attendees including the Code of Conduct
Resources	Links to useful resources. Mentors and attendees are encouraged to post things here
General Attendees	Text and voice chats for attendees
Mentor Only	Private mentor-only text, voice and moderation channels. Note that some information shared here is confidential and should not be shared
Archive / Archived*	Old text channels set to READ-ONLY

Discord Safety

There are a number of settings we encourage you to check out and enable by selecting the **Settings** (the cog) icon in the **bottom left** and heading to **Privacy and Safety**.
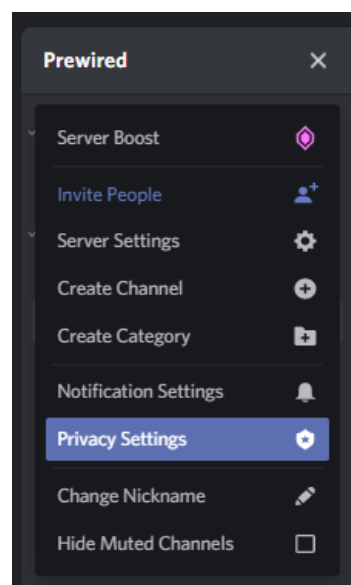
1. ## Safe direct messaging

   Discord will scan direct messages for explicit content and block them. We recommend selecting **Keep me safe**.

2. ## Direct messages from server members

   This will block direct messages for other users you share servers with. **However**, this will not apply to a server you are already in, such as the Prewired server!

   To block messages from users in this server, select **Prewired** from the top left and head to **Privacy Settings**.

3. ## Who can add you as a friend

   You can enable/disable **friend requests** from your user settings.

4. ## Blocking a user

   If you are experiencing harassment, you can **Right click > Block** a user, which will stop them contacting you.

   You can find more information here:

   https://discord.com/safety/360044153831-Helping-your-teen-stay-safe-on-Discord

   https://discord.com/safety

   https://www.net-aware.org.uk/networks/discord/

Code of Conduct

We have two versions of a Code of Conduct. One for Prewired mentors, and another for attendees. The attendee CoC should be displayed at all times to the attendees, and the mentor CoC displayed in a mentor-only channel.

Mentor Code of Conduct

1. You must agree to (sign) the Prewired Child Protection Policy and have registered your PVG Disclosure with Prewired to mentor with us

2. You must not contact or attempt to contact attendees directly/privately

- All communication with attendees must be via channels that Prewired has visibility of
- If an attendee would like to contact someone at Prewired privately, they can contact:
    - Prewired's Child Protection Officer (CPO) via cpo@prewired.org
- If an attendee reveals sensitive information to you, do not share this with anyone
- If you need assistance, contact a duty mentor or the CPO

3. Take care when sharing online resources and ensure that the content is appropriate for all ages

- Please make sure it does not link to inappropriate content via the same author, website, etc.

4. Do not share information discussed within mentor-only channels

- Do not share private information about mentors or attendees to anyone, including other mentors or attendees, without their consent - unless there is an urgent safety concern

5. Keep in mind that Prewired recognises:

- The welfare of the child is paramount.
- All children, regardless of gender identity and expression, sexual orientation, race, ethnicity, language, neuro-type, size, ability, class, religion, culture, subculture, political opinion, age, skill level, occupation, or background have a right to equal protection from all types of harm or abuse
- Children should be referred to by their chosen preferred pronoun
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare

6. Feel free to add your preferred pronouns to your Discord nickname

- This is not mandatory; however, it does a lot to help some attendees (and mentors!) feel more safe and acknowledged

Attendee Code of Conduct

1. Prewired is a safe place for everyone

Any of the following behavior is unacceptable:

- Offensive comments related to gender identity and expression, sexual orientation, race, ethnicity, language, neuro-type, size, ability, class, religion, culture, subculture, political opinion, age, skill level, occupation, or background
- Threats of any kind
- Adult or otherwise inappropriate material (including nicknames, profile pictures and memes)
- Any kind of conscious harassment
- Take care that what you are sharing does not link to inappropriate material by the same account or author

Use your best judgement. If it will possibly make others uncomfortable, do not post it

2. Please do not contact Mentors privately

- However, feel free to mention mentors in messages (tag @mentors) when you would like their input or have a question! You can also tag @[nickname] to poke a specific mentor.
- If you need to talk to someone privately, such as about a safety concern or harassment from an attendee or mentor, you can contact Prewired's Child Protection Officer (CPO) via cpo@prewired.org.

3. Do not share your own or others' personal information

4. Please try to avoid spamming text or voice chat

5. Please do not attempt to hack or use exploits on this Discord server