	VATSIM Network United States Division Division Discord Policy	SOP/Policy/Procedure #	USADS-001
		Revision #	1.0
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Superseded SOP/Policy/Procedure	N/A	Approval	/Mani Manigault/

1. PURPOSE

This document contains important policies, procedures, and regulations governing access to and appropriate use of the VATUSA Division Discord Server

2. APPLICABILITY

This Policy applies to all members & guests who utilize the VATUSA Division Discord Server

3. SUPERSEDING POLICIES

As a member of VATSIM, VATSIM Americas, and VATUSA, all pilots and controllers shall adhere to all policies set forth by the VATSIM BOG, VATSIM Americas Staff, and VATUSA Staff. Those policies include but are not limited to:

[VATSIM Code of Conduct](#)

[VATSIM Code of Regulations](#)

[VATSIM Data Protection & Handling Policy](#)

[VATSIM Safeguarding Minors Policy](#)

[VATSIM User Agreement](#)


[VATUSA DP001 – General Policy](#)

4. DEFINITIONS

- 4.1 VATUSA Division Discord Server: VATUSA's Discord Server available at <https://vats.im/USADISCORD>, herein referred to as the Division Discord Server or Server
- 4.2 Discord Moderation Team (DMT): The Lead Discord Moderator and other Discord Moderators appointed to moderate the server
- 4.3 Media: Photos, Screenshots, Audio/Video Screen Captures, & Audio files posted to the server
- 4.4 Anti-Community Behavior: ARTCC/Plane/Manufacturer/Pilot/Sim/Developer/etc bashing and/or generally rude behavior directed at anyone

5. VATUSA DISCORD CODE OF CONDUCT

- 5.1 The VATUSA Division Discord server is intended as an inclusive environment for all VATUSA home controllers, visiting controllers, staff, pilots and guests. In accordance with the VATSIM Code of Conduct, section A1, all members of the VATUSA Division Discord shall be courteous and respectful to one another. As such, the VATSIM Code of Conduct, Code of Regulations and all superseding policies shall apply to all members of the VATUSA Division Discord

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5.2 All members of the VATUSA Division Discord shall use their VATSIM registered First and Last name. Using the “/give-roles” command in the #give-roles channel will assign your VATSIM registered First and Last name automatically upon linking of a Discord Profile to your VATUSA account. Link a Discord Profile to your VATUSA account here: <https://vatusa.net/my/profile>

5.3 Streaming the output of the Discord App (audio or App User Interface(UI)) to an external service (including, but not limited to Twitch, Facebook Live, YouTube Live, etc.) is not permitted on the VATUSA Division Discord Server, unless in accordance with division assigned duties and should only be done in private, event, or staff channels

5.4 Prohibited Conduct

A. General Prohibited Conduct

1. Threats, harassment, bullying, intimidation, stalking or abuse
2. Impersonation or False Representation
 - a. Impersonating any VATSIM member
 - b. False representation of identity. This includes but is not limited to using fake or misleading names
 - c. Impersonating any VATUSA/VATSIM Americas/VATSIM Staff Member
 - d. Impersonating a VATSIM Supervisor
 - e. Impersonating a VATSIM Founder
3. Disruptive behavior. This includes (but is not limited to):
 - a. Excessive channel switching
 - b. Excessive pinging (@ feature)
 - c. Excessive posting in global or private text chat channels
 - d. Excessive server connects/disconnects
 - e. Excessive swearing
 - f. Broadcasting offensive sounds, such as bodily functions
4. Operating any bot without the express written approval of the Technical Manager, Division Director, or their designee
5. Voice changing or morphing software
6. Anti-Community Behavior, Trolling &/or “Band-Wagon” behavior against any member

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B. Zero-Tolerance Policy

1. Discriminatory behavior and hate speech are not tolerated in any capacity. This includes (but is not limited to):
 - a. Behavior, speech or posts that disparage, intimidate, threaten, promote violence toward or discriminate against any person or group of people based on race, nationality, national origin, ethnicity, ethnic origin, socioeconomic status, religion, age, disability, sexual orientation, gender or gender identity
 - b. Behavior, speech or posts that refer to historical or current events in such a way as to disparage or disrespect a person, group of people or event
 - i. Inciting anyone to behave as above
2. Adult, Illegal, or Pirated content is not permitted in any form
3. Using any method (such as a new Discord account) to bypass or evade a ban or timeout will result in an automatic permanent ban
4. Sharing or threatening to share personal or confidential information about any person or group without their consent ("doxxing")
5. Revealing staff-privileged information to members not authorized to receive that information

5.5 Three Strike Policy

Any member found in violation of this policy shall be subject to following disciplinary measures:

- A. First Strike: Private Written Warning based on the intent and policies in this section. A "Cool-Down" Period of up to 1 hour maximum may be levied at moderator discretion
- B. Second Strike: Timeout of up to 24 hours from the Discord server. VATUSA Staff are authorized under this section to issue timeouts that are not to exceed 7 Days
- C. Third Strike: Mandatory 7 Day timeout from the Discord server. Referral to the Deputy Division Director (DDD), Support Services (VATUSA4) for further discipline
- D. VATUSA Staff may, at their discretion, consider all of a member's past moderation and strike history when evaluating disciplinary options. Specific disciplinary actions taken will be at the discretion of the DDD, Support Services (VATUSA4). A Permanent Ban from the VATUSA Discord Server requires the authorization of VATUSA1, Division Director

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- E. Violation of any Zero Tolerance rule in section 5.4B are subject to enhanced penalties at the discretion of VATUSA Staff. These penalties are not restricted by the Strike Policy in section 5.5

5.6 Strike Accruals/Appeals/Dismissals

- A. Any violation of this policy, or any superseding policy, constitutes a strike
- B. The Deputy Division Director, Support Services (VATUSA4) shall be notified, with the accompanying evidence, upon the issuance of a strike to any member
- C. Strikes shall remain on a member's record until a 90-day period has elapsed from the most recent issuance of a strike
- D. All strikes and supporting evidence shall be documented in a manner prescribed and approved by the Division
- E. Any disciplinary action resulting in a timeout of greater than 24 hours may be appealed via email to the Deputy Division Director - Support Services at vatusa4@vatusa.net. Any permanent ban may be appealed via email to the Division Director at vatusa1@vatusa.net. Any member currently suspended from the VATSIM network is ineligible for an appeal under this policy

5.7 Any violation of this Code of Conduct may be reported to the DCRM or other VATSIM authority at the discretion of VATUSA Staff

5.8 Any violation of any superseding policy shall be reported under the policies and procedures of the VATSIM network

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6. DISCORD MODERATION TEAM STRUCTURE

- 6.1 VATUSA Staff members and Discord Moderators are authorized to enforce this policy in all public channels. Only VATUSA Staff are authorized to take any moderation actions in staff channels
- 6.2 Discord Moderators shall not be granted any elevated access to private or staff channels by being assigned the DMT role
- 6.3 The Lead Discord Moderator & Discord Moderators are appointed jointly by the Marketing Manager and Technical Manager
- 6.4 The **Lead Discord Moderator** is responsible for managing the day to day operations of the VATUSA Discord Server as per this policy

REPORTS TO: VATUSA11 (Manager, Marketing), VATUSA12 (Technical Manager)

RESPONSIBLE FOR: Organization of the Discord Moderator Team, Initial oversight of the VATUSA Discord Server:

- Provides a strong sense of community leadership to Division Members and visitors utilizing the VATUSA Discord
- Refer Discord moderator candidates to the Marketing Manager and Technical Manager for consideration
- Establish and maintain relationships with the membership through the Discord Server
- Perform the duties of a Discord Moderator
- Compile quarterly platform reports to VATUSA11 & VATUSA12
- Other tasks and projects assigned by VATUSA11 or VATUSA12

- 6.5 The **Discord Moderator** is responsible for moderating the content posted on the VATUSA Discord Server as per this policy

REPORTS TO: Lead Discord Moderator

RESPONSIBLE FOR: Moderation of content posted to the VATUSA Discord Server, including but not limited to, the following duties:

- Monitoring content posted to the VATUSA Discord by members
- Maintaining a high level of activity in the VATUSA Discord Server
- Establish and maintain relationships with the membership through the Discord Server
- Other tasks as assigned by the Lead Discord Moderator, Marketing Manager, or Technical Manager