



Slack Community Guidelines

Welcome to ACLU People Power! We're thrilled to have you join our dynamic community of volunteers and activists. Here at People Power, Slack is an important tool for us to connect with one another, build community, and take action to protect critical civil rights and liberties. We want to ensure that the People Power Slack will be a welcoming space for everyone!

These community guidelines can help to better explain the roles and responsibilities of all Slack users, including Volunteer Managers, Volunteer Leaders and Regular Volunteers, to be accountable to each other for ensuring that Slack and other means of communication between teams remains welcoming, respectful, and safe. Some information below may apply to some members distinctly depending on their role on the team.

Disclaimer: ACLU reserves the right to remove users for any reason in ACLU's discretion, but focus particularly on anyone who has violated People Power Slack's Community Guidelines and/or instructions from ACLU staff or a Volunteer Leader regarding the treatment of data or conduct of a particular People Power volunteer activity.

I. Navigating Slack

Channels:

- **#general:** Upon joining the People Power Slack, you'll be added to the #general channel. Here, you'll receive all the necessary information from our GreetBot on how to get started and join our amazing volunteer teams.
- **#community:** This is the space to introduce yourself to your fellow People Power volunteers, start conversations, and post any action items from other causes or organizations. You'll also find regular posts from ACLU Volunteer Managers with exciting campaign updates, upcoming opportunities, and fun social prompts.
- **#texting:** Join the text team if you're interested in reaching out to voters and People Power supporters via texts. After joining the channel, you'll receive a Direct Message from a Volunteer Leader with the People Power texting guide and texting tips. You'll also find the current assignment(s) in the channel.
- **#call-team:** Join the call team if you're interested in reaching out to voters and People Power supporters via phone calls. In the channel, you'll find instructions for making calls on ThruTalk and our current active calling assignment(s).

II. Team Roles & Reporting

Volunteer Managers: Volunteer Managers, composed of both staff and interns, are present in the Slack channels to engage our volunteers and ensure that the virtual space remains interesting, welcoming, and respectful. They have general communications with regular volunteers through team channels. They may have more direct and recurring communications with Volunteer Leaders outside of the main team channels – these communications are focused on the delegation and management of Volunteer Leader responsibilities to help ensure the working order of the volunteer teams.

Volunteer Leaders: Volunteer Leaders are experienced volunteers supporting the People Power community and our volunteer teams. They maintain direct and recurring communications with Volunteer Managers focused on the working order of the volunteer teams. They are often a first point of contact for Regular Volunteers on day-to-day questions that arise in our active campaigns and programs. You'll find them in the #call-team and #texting channels, and you can reach out to them with any questions about active campaigns.

Regular Volunteers: Regular volunteers are the heart and soul of People Power. Collectively they work with other volunteers, Volunteer Leaders, and Volunteer Managers to create power through People Power and its campaigns. They primarily will communicate with Leaders and Managers through the team channels. They most often will report issues and questions to Volunteer Leaders and are encouraged to do so in team channels before resorting to a DM. Volunteer Leaders will advise if these volunteers should escalate their questions directly to Volunteer Managers.

Volunteer huddles: On select evenings, volunteers and staff gather to discuss campaign updates and preview upcoming campaigns. There will also be space for volunteers – particularly our newer community members (like you!) – to engage in open discussion, share feedback, and ask any questions that have been on your mind. The Zoom link and loose agenda will be posted in the #community channel!

III. Code of Conduct

In order to ensure that the People Power Slack remains a space that values respect, inclusion, and empathy, we expect that – upon joining the workspace – review and abide by these guidelines.

- No harassment, hate speech, or bullying: Please treat all other users with respect, and do not use the channel to abuse, threaten, harass, or stalk other users. We do not tolerate hate speech on the basis of an individual's race, creed, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran's status, age, or any other basis prohibited by law. Any posts containing hate speech or personal harassment will be taken down immediately, and will result in the swift removal of the user from the People Power Slack altogether.
- Respect your and each other's privacy: Please do not share private information about another user or voter publicly without their permission (including email addresses, phone numbers, real names, and home addresses). Any posts containing private information about another individual will be taken down immediately. The user will receive a Direct Message from a Volunteer Manager politely reminding them to comply with the guidelines.

- **No spam:** Spam is not permitted on the People Power Slack. “Spam” is defined as chain messages, irrelevant or inappropriate messages, and/or a large amount of repetitive messages within a small timeframe. Providing links to community events or relevant content is okay, but please do not use the slack channel for personal or professional advertisement. Any posts containing spam messages will be taken down immediately, and the user may be removed if they are acting as a troll.
- **Keep posts non-partisan when possible:** The ACLU is an organization committed to ensuring civil rights and liberties for all, regardless of political party. We acknowledge that the issues we work on can be politically polarizing, but please refrain from endorsing specific parties/candidates as much as possible.
- **Reporting:** The ACLU Volunteer Managers and Volunteer Leaders will do our best to monitor channels to ensure community guidelines are not being violated. But, if we miss something or a guideline violation occurs in Direct Messages/group chats, please privately reach out to info@peoplepower.org.

IV. Data Privacy & Security Reminders

Slack is acting as an ACLU service provider with respect to content submitted directly to the People Power workspace. However, Slack also collects personal information and data from and about all Slack users (e.g., account information) for its own or other third-party purposes. ACLU encourages you to review and consider Slack's [privacy policy](#) and [user terms](#) before signing up.

By joining the People Power Slack, you:

- Agree to share your account information, usage metadata, imported contact information, and search queries with Slack and be beholden to Slack's [user terms](#). Any data you supply for search queries will be linked to your account and used for Slack search engine optimization and cannot be removed.
- Agree to share your chosen display name, any personal information you choose to disclose in messages, and your participation in specific volunteer activities, with other ACLU volunteers. Your full name and email address will only be visible to and your full name with ACLU staff and Volunteer Leaders. Volunteer Leaders have undergone confidentiality training and agreed to treat your data confidentially.

While using the People Power Slack, please:

- Do not share any information you want to keep confidential.
- Do not share personal information about anyone else (e.g., a friend's contact information or non-public social media posts).
- Treat any lists or ACLU data you have access to in conducting your People Power volunteer activities strictly according to ACLU staff and/or Volunteer Leader instructions in the People Power Slack workspace.
- Do not upload photographs of any kind, including screenshots of volunteer activities.
- Alert the administrator as soon as possible if you have any Privacy & Data Governance concerns.

To protect your information:

- We require all People Power Slack users to use Two Factor Authentication (2FA). We further recommend that you use a unique password via a Password Manager, if possible.

You may leave the People Power Slack at any time by going to your profile's account settings and deactivating your account. For further information, see Slack's instructions on [deactivating your account](#) and [exporting your data](#).