

Moderator Handbook for r/Drugs Official Discord Server

Thank you for volunteering to be a moderator for our r/drugs Official Discord Server. As a moderator, you play an essential role in maintaining a safe and supportive environment for our community members. Please review the following guidelines to ensure that you are familiar with the expectations and responsibilities of being a moderator.

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Section 0

A reminder of our rules

Rule #1 No sourcing or solicitation: Do not request, offer, or discuss the sale or acquisition of drugs in any form. This includes discussing vendors, marketplaces, or specific locations where drugs can be obtained. This also includes discussion of the "darkweb" or anywhere that can be used to gain access to drugs. Violations will result in immediate removal from the server. Sourcing is sourcing regardless of the legality of the substance discussed: ANYTHING you say that makes it easier for someone to obtain drugs is sourcing. Exceptions to this include test kits, reagents & harm reduction supplies.

Rule #2 Respect and civility: Treat all members with respect and kindness. Offensive language, hate speech, harassment, or any form of discrimination will not be tolerated. We are here to have constructive discussions and share knowledge.

Rule #3 No glorification of drug use: While discussing drugs is allowed, it's essential to remember that glorification or promotion of drug use is strictly prohibited. This includes encouraging excessive consumption or sharing experiences that may glamorize drugs.

Rule #4 Accurate and safe information: Share only accurate and reliable information about drugs. Spreading misinformation or providing harmful advice is strictly forbidden. If you're unsure about a topic, it's better to ask questions and seek guidance from knowledgeable members.

Rule #5 No explicit content or drug images: Posting explicit content, such as graphic images is prohibited in all channels including Voice Channels. This includes any of injuries, gore, or any content that may be disturbing to others. Additionally, sharing sexual NSFW content is not allowed. Drug pics or stash pics are not permitted.

Rule #6 No excessive self-promotion or spam: Keep self-promotion and advertising to a minimum. This includes promoting personal websites, blogs, social media accounts, or any other external platforms. No SPAM.

Rule #7 Age requirement: You must be at least 18 years old to participate in this server. Any users found to be underage will be removed.

Rule #8 No exchanging money in any form: While it might be a nice gesture, this can lead to other issues and is not tolerated.

Rule #9 No substance identification: We don't have spectrometers in place of our eyes. No one can tell you what drug you have based on a picture or description. Please refrain from asking for substance identification.

Rule #10 Follow Discord's Terms of Service and Community Guidelines: In addition to these server-specific rules, members must also adhere to Discord's Terms of Service and Community Guidelines. See: <https://discord.com/guidelines> & <https://discord.com/terms>

Rule #11 Do not direct users to take any substance or give direct dosing advice Do not instruct users to ingest anything, OTC or otherwise. You don't know their medical history, allergies, or the purity of the medication they would ingest, and you don't want to be responsible for any adverse effects it could have. In an emergency where you think someone has medication that may help: instruct them to call EMS

Nobody on this server is qualified to give direct dosing advice to another person and you should not attempt to. Exceptions to this include where such suggestions are backed up by a **reputable source**, for example the Psychonaut wiki or research-backed sources.

An example of what is allowed is "What is a common dose of MDMA to roll" and someone replying with the Psychonaut wiki page with a common dose.

An example of what is not allowed is someone suggesting Xmg because "that's what they rolled on last time and it got me feeling pretty good".

Rule #12 Moderator discretion: Moderators have the final say in interpreting and enforcing these guidelines. If you have any concerns or questions, please reach out to a moderator for clarification. We reserve the right to remove any user for any reason.

Section 1.1

Here are some initial tips on how to be a good and effective moderator both on r/Drugs Official and in general:

- **Familiarize yourself with the server rules:** As a moderator, it is crucial to know and understand the server rules. These rules are in place to create a safe and supportive environment for our community members. If you are unclear about any of the rules, please reach out to other moderators for clarification.
- **Enforce the server rules:** It is the responsibility of all moderators to enforce the server rules. This means that if you notice a violation of the rules, you should take appropriate action. Depending on the severity of the violation, this may include issuing warnings, temporary or permanent bans, or other actions. **When taking action, please use your best judgment and consider the context of the situation.**
- **Be respectful and professional:** As a moderator, it is essential to maintain a professional and respectful demeanour. This includes treating all community members with kindness and respect, even if they have violated the rules. Avoid using offensive language or engaging in arguments with community members.
- **Act as a role model:** As a moderator, you are expected to be a role model for other community members. This means that you should follow the server rules and model positive behaviour. If you have any concerns about your ability to act as a role model, please reach out to other moderators for support.
- **Communicate effectively:** Effective communication is essential for maintaining a safe and supportive environment for our community members. As a moderator, you should be clear and concise when communicating with other moderators and community members. If you are unsure about how to communicate something, please reach out to other moderators or admins for guidance.
- **Stay active and engaged as much as possible:** As a moderator, it is important to stay active and engaged with the community. This means regularly checking the server and participating in discussions. It also means being available to address any issues that may arise. Let us know if you need to be away for a while!
- **Seek support when needed:** Being a moderator can be challenging at times. If you are struggling with any aspect of your role, please reach out to other moderators or an admin for support. We are all here to help each other and create a safe and supportive environment for our community members.

Section 1.2

- **Don't overmoderate:** While it's important to enforce the server rules, it's also important to avoid overmoderating. Avoid nitpicking or being overly strict with the rules. Use your best judgment and remember to consider the context of the situation.
- **Take time out when needed:** Being a moderator can be stressful, and it's important to take breaks when needed. If you feel overwhelmed or burnt out, take some time off and recharge. It's better to take a break and come back refreshed than to continue moderating when you're not in the right headspace.
- **Foster a positive community:** As a moderator, you have a significant influence on the community's tone and atmosphere. Encourage constructive discussions and positive interactions among community members. Avoid engaging in arguments or negative behavior.
- **Be approachable and responsive:** As a moderator, it's essential to be approachable and responsive to community members' concerns. Respond to messages promptly and be open to feedback or suggestions. This helps build trust and a positive relationship with the community.
- **Keep an open mind:** Avoid making assumptions or jumping to conclusions. Be willing to listen to different perspectives and opinions, even if they don't align with your own. Remember that everyone has the right to express their thoughts and feelings, as long as they follow the server rules.

Professional Boundaries in Moderator Relationships: Moderators must maintain professional boundaries with community members to uphold the integrity of the r/Drugs Official Discord Server. Initiating or engaging in intimate relationships with non-moderator members met through the server is strongly discouraged due to the inherent power differential, which could lead to complex situations and impact the community's trust in the moderation team.

Key Guidelines for moderator boundaries:

- **Acknowledge Power Dynamics:** Be aware of the power imbalance inherent in moderator-member interactions and avoid situations that could be perceived as exploiting this dynamic.
 - **Avoid Conflicts of Interest:** Disclose any potential conflicts of interest to the administration team for guidance on maintaining the server's integrity and impartiality.
 - **Ensure Transparency:** If situations arise that might challenge a moderator's impartiality, consult with the admin team to address the issue transparently and responsibly.
 - **Protect Community Trust:** Actions that could undermine the community's perception of fairness and safety are not tolerated.
- **Encourage participation:** Encourage community members to participate in discussions and share their knowledge and experiences. This helps create a more dynamic and engaging community.
 - **Use discretion when applying sanctions (see *mod discretion section 2.2 for more info*):** When applying sanctions, use discretion and consider the severity of the violation and the context of the situation. Avoid applying the same punishment for every violation, as this can create a sense of unfairness or inconsistency.

Be transparent: Be transparent about your actions as a moderator. If you take action against a community member, be clear about the reason for the action (especially in the modlog) and provide feedback or suggestions for improvement if possible. This helps build trust and accountability within the community.

IMPORTANT: If an admin review has been requested on an action, absolutely do not take independent actions (i.e. unbanning a user) before the admin in question has reviewed the situation and given advice,

Section 2.1

Examples of a possible break of each rule, and a suggested punishment

These are all suggested punishments with some examples; do not take these as the law, as a moderator you must on a lot of occasions use your own discretion to decide if a rule break has occurred or whether a verbal warning or a simple “Hey everyone” in chat would suffice.

Rule 1 (No Sourcing):

User: Where does everyone manage find <Z Rare RC>

Suggested punishment: IMMEDIATE WARNING regarding sourcing with a reminder that sourcing is not tolerated. Note on warning message that this would be a Major sourcing offense.

User: Does anyone know where to get mushrooms from online?

Suggested punishment: BAN IMMEDIATELY – Ban message to reference zero tolerance to sourcing. This is especially the case with new users. If the user is a much older member, CONSIDER warning.

User: Can't wait for my package to be delivered tomorrow, 20g of <X Drug>!

Suggested punishment: NONE – Disclosing that they receive drugs through the mail is not against our rules, but **use your discretion!**

User: How do drugs come through the mail?

Suggested punishment: WARNING – This is sourcing methodology and is not tolerated. If message is more egregious consider BAN

Rule 2 (Respect & Civility):

User: Why do you act like such a knob <user>

Suggested punishment: NONE – Use deconfliction to attempt to stop any argument from occurring. Use your discretion and issue SHORT MUTES if users ignore your attempts at deconfliction.

User: <User> you're such a f**cking idiot, use your brain for once you f**cking waste of f**cking space

Suggested punishment: SHORT MUTE immediately offending user referencing Rule 2. Attempt to deconflict especially if part of a larger argument; As with above, use your discretion and if ignored issue SHORT MUTES to offending

User: Fuck off you P**i <or other racial term> cunt

Suggested punishment: IMMEDIATE LONG MUTE – Racially charged language is never to be tolerated. Consider also issuing a warning and if part of a larger argument or the user has a history, or the racial language was particularly bad, CONSIDER BAN under rule 2.

If any argument continues after SHORT MUTES, then use LONG MUTES (up to 24hrs or your discretion) to end the argument

Rule 3 (No glorification of drug use):

User: God I love alcohol <or other drug> sometimes

Suggested punishment: NO PUNISHMENT

User: I f**cking love benzos and alcohol <or other dangerous combo for e.g opiates and benzos>

Suggested punishment: WARN IMMEDIATELY – Reference rule 3 and the fact that glorification especially of dangerous combinations is not tolerated.

User: Why does heroin feel so good

Suggested punishment: USE DISCRETION based off the context. NO PUNISHMENT, VERBAL WARNING or WARNING depending on the context of the conversation. Someone stating by itself that X drug feels really good does not fit our stance towards what constitutes drug glorification.

Rule 4 (Accurate and safe information):

User: <In response to user asking for a first time dose of MDMA> 100mg is probably a safe dose of MDMA for your first time, I just checked Psychonaut wiki.

Suggested punishment: NO PUNISHMENT

User: <In response to user asking for a first time dose of MDMA> You need at least 350mg to do a proper roll trust me

Suggested punishment: WARN IMMEDIATELY – Reference rule 4 or 11 and the fact that such dosage statements must be at least in theory backed up by a source (such as psychonaut wiki). Their statement is blatantly wrong and possibly dangerous. If user has history consider LONG MUTE or BAN.

User: <In response to “How much Trazodone is usually used for sleep?”> It depends, 50-100mg is usually what doctors recommend.

Suggested punishment: NO PUNISHMENT but USE DISCRETION based off the context. Their statement is factually accurate (for example check BNF if in UK) but user doesn't provide a source. Suggest they provide a source for their dosage information. If you are not sure it is accurate, delete the message and suggest they provide a source. If they provided wildly inaccurate information (i.e suggested 500mg of Trazodone or suggested Benzos), WARN IMMEDIATELY with reference to Rule 4 and/or Rule 11

Rule 5 (No explicit content or drug images):

User: NSFL or gore image.

Suggested punishment: DELETE MESSAGE & IMMEDIATE BAN; NSFL imagery and gore is not tolerated. Reference Rule 5 in their ban message.

User: Borderline NSFW Image in selfies (i.e in underwear)

Suggested punishment: DELETE MESSAGE & ISSUE WARNING; NSFW imagery is not tolerated even when it is content created by own users. Use discretion when issuing the warning to see if user has a history of such offences.

User: Drug Picture

Suggested punishment: DELETE MESSAGE & IMMEDIATE WARNING; drug pictures are not tolerated anywhere on the server and users should always be issued with a warning for posting one.

User: NSFW Conversations (e.g., stimfapping):

Suggested punishment First Offense: WARN (verbally or by command if serious) & redirect conversation; guide discussion back to appropriate topics.

Repeated Offense: MUTE duration based on severity/frequency & WARN + NOTE; consider BAN if logs show user is repeatedly violating this rule.

Rule 6 (No excessive self-promotion or spam):

User: User posts their twitch link every few days in other-media-links.

Suggested punishment: NO PUNISHMENT - Self promotion within a certain level is allowed. Use discretion.

User: User posts their twitch or social media link every 30 minutes in general

Suggested punishment: GIVE VERBAL WARNING & WARNING IF IGNORED. DELETE MESSAGES if they are excessive. Use your discretion

User: User joins server just to spam a server invite link

Suggested punishment: DELETE MESSAGES & BAN IMMEDIATELY.

Rule 7 (18+ only):

User: Message suggests they may be under 18 and there are no admins online from what you can see.

Suggested punishment: INDEFINITE MUTE and ping @Active Admin Ping in a mod channel with the information. Alternatively, BAN with direction to Shelter From The Storm.

IMPORTANT: ALL ID CHECKS ARE TO BE DEALT WITH BY ADMINS TO PROTECT USERS DATA. NEVER CHECK ID YOURSELF AS A MOD, ALWAYS DIRECT TO ADMINS.

Rule 8 (No exchanging money in any form):

User: User asks to borrow £20 for "UberEats".

Suggested punishment: VERBAL WARNING about rule 8, CONSIDER WARNING if modlog suggests this is a pattern. CONSIDER SHORT MUTE if pushback from user is encountered.

This section should be self explanatory without needing some examples. Money exchanges include directly, through gift cards or other means. It is strictly forbidden. Follow guidelines above to deal with the issue. If particularly egregious (asks for money to buy drugs), CONSIDER LONG MUTE or BAN.

Rule #9 No substance identification:

User: User asks someone to check their DMs to see what "they have"

Suggested punishment: VERBAL WARNING rule 9. Remind them that no-one can tell them what their substance is through a picture or a description. Consider directing them to testing services.

User: User asks what drug they have based off it's description

Suggested punishment: As before, VERBAL WARNING rule 9. Remind them that no-one can tell them what their substance is through a picture or a description. Consider directing them to testing services.

Rule #10 Follow Discord's Terms of Service and Community Guidelines:

Examples of breaks of Discords ToS which should lead to immediate ban:

- Threat of harm towards others
- Hate based on someone's identity especially when they wish harm.
- *Detailed* discussion of illegal activities (synthesis etc.)
- NSFL Content/Gore

This list is not exhaustive, please if you can familiarize yourself with the ToS so you are more confident issuing bans when needed based on ToS violations.

Rule 11 (No Directing users to take substance):

SEE EXAMPLES FROM RULE 4 AND USE OWN JUDGEMENT

NOTE: Members may share dosing advice provided it's backed by reputable sources (e.g., harm reduction sites, scientific research, etc.) and focused on harm reduction. They should cite your sources when giving advice if possible. Unsourced or unsafe dosing information should be removed, and WARN may be issued. Our goal is to ensure discussions around dosing are safe, accurate, and contribute to harm reduction efforts within our community.

Rule 12 (Moderator Discretion):

As a moderator, you always have discretion **barring certain scenarios (ToS breaks, sourcing, NSFL content)** to issue a warning or other punishment. Remember, it is better to slightly under moderate than over moderate the server as it will push users away.

So what is discretion?

Discretion is the ability to make decisions based on one's own judgment and interpretation of a situation, rather than strictly following established rules or procedures. It involves considering various factors and weighing the potential consequences of different actions before coming to a decision.

In many situations, the use of discretion is necessary to ensure fairness and effectiveness in decision-making. For example, when enforcing guidelines in an online community, moderators may need to use their discretion to determine whether a particular post or comment violates the rules, and whether it warrants removal or other action. However, the use of discretion should be tempered with a sense of responsibility and accountability, and should always be guided by the principles of transparency, consistency, and fairness.

Section 2.2

MODERATOR DISCRETION – IMPORTANT

Discretion is not just about managing rule infractions; it's a foundational element of community building. It allows moderators to foster an environment where members feel valued and understood, where rules serve as guidelines for healthy interaction rather than rigid barriers to communication & chatting.

You should use discretion when the situation at hand is not explicitly covered by established rules or guidelines, or when strict adherence to such rules would result in an unfair or unreasonable outcome and may cause issues or drama.

For instance, you may need to use discretion when dealing with borderline cases, where it is unclear whether a user's behaviour is in violation of the guidelines or not. In such cases, the moderator must weigh the context and intent of the user's actions before making a decision.

Additionally, a moderator **may & is encouraged use discretion when enforcing penalties**, such as suspensions or bans, as they must consider factors such as the severity of the violation, the user's past behaviour, the user's activity, and the impact on the community. Ultimately, the use of discretion should be guided by the overarching goal of promoting a safe, inclusive, and constructive community environment geared towards harm reduction.

Understanding the Scope of Discretion

Discretion isn't just about deciding when to bend the rules; it's about interpreting the spirit of the guidelines in scenarios where the letter of the rules doesn't fit perfectly. It's the difference between justice and fairness, between applying rules mechanically and applying them with fairness.

Borderline Cases: Often, moderators encounter actions that straddle the fine line between permissible and prohibited. In these grey areas, consider the context deeply—was the intent malicious or merely misguided? Understanding the difference is key to fair moderation.

Severity and Context: The severity of a rule violation doesn't always correlate with the harshness of the penalty. A long-standing member's minor slip-up might be treated differently from a new user's same offense, based on their history and contributions to the community.

User Activity and Community Impact: Consider the user's overall activity - are they generally positive contributors, or do they frequently skirt the edges of acceptable behaviour? Also, weigh the potential impact of their actions on the community's atmosphere. Will leniency in one case encourage others to follow suit, or will it show compassion and understanding?

Guiding Principles for Exercising Discretion: Moderator discretion should always be exercised with the following principles in mind:

- **Transparency:** When using discretion, be open about your reasoning, where appropriate. This helps the community understand the decision-making process and builds trust in the moderation team.

INTERNAL r/DRUG'S USE ONLY – DO NOT SHARE THIS HANDBOOK.

- **Consistency:** While every situation is unique, try to ensure that discretion is applied consistently across similar cases. This prevents perceptions of bias and maintains fairness.
- **Empathy:** Always approach moderation with empathy. Remember that behind every username is a person, and our goal is to support, not alienate.
- **Focus on Harm Reduction:** In all actions, the overarching goal of harm reduction should guide your discretion. Whether it's a matter of safety, mental health, or community wellbeing, our mission is to provide a supportive space for all.

Section 2.3

What are NOT considered breaks of the rules?

Here are some examples:

- **Asking for dosage information in any context - this is a harm reduction server and if people cannot ask for safe dosages, then we are failing in a primary task.** Members are encouraged to ask for safe dosage information. This aligns with our core mission of harm reduction and promoting safer drug use practices.
- **Providing Source-Backed Dosage Suggestions:** Offering dosage advice is acceptable when it is supported by credible sources like harm reduction websites or scientific studies. This helps ensure the advice is reliable and focused on safety.
- **Suggesting (not directing) dosage information** if it is based on a source such as psychonaut wiki, or another source which is backed up by scientific and evidence backed data.
- **Disagreeing with a moderator** unless the disagreement leads to a further rule break or disruption to the chat; suggest they make a ModMail with their complaint
- **Giving advice or directions about dosages when it is related to harm reduction** (for example, a benzo taper schedule) as long as it is correct.
- **Saying that their drugs are being delivered via mail** - This is no different than saying it is coming from a dealer and is allowed. This sort of comment does not lead to sourcing and is very common.
- **Actively Smoking (cigarettes, cannabis flower or vapes) or drinking alcohol** in VC or in shown images as long as such consumption in VC is not seriously excessive and in images that it is now showing off a stash but rather just someone with a drink or a spliff in hand.

Section 3.1

Multibot Moderation Commands

Command: /userincrisis <user>

Description: Sends a message & a DM to a user who is experiencing a mental health crisis to encourage them to seek support. It also times them out for seven days (A TIMEOUT IS NOT A MUTE – They can still see the server. To untime them out you must right click them and remove timeout)

Command /addtripping <user> & /removetripping <user>

Description: Adds (or removes if using the second command) the “Tripping” role to a user. This lets other users know that the specific user is tripping and should not be messed with.

Dyno Moderator Commands

This is a list of the most frequently used moderator action commands; please refer to them if you are unsure when you wish to make an action.

Command: +modlog

Description: Get a list of mod actions used on a user and notes

Usage:

+modlog [user id]

Example:

+modlog 470724017205149701

Command: +warn

Description: Warn a member

Usage:

+warn [user ID] [reason]

Example:

+warn 470724017205149701 Stop posting lewd images.

Command: +mute

Description: Mute a member so they cannot type.

Usage:

+mute [user ID] [limit] [reason]

Example:

+mute 470724017205149701 10m Shitposting

+mute 470724017205149701 6h Arguing – needs a break

Command: +kick

Description: Kick a member.

Usage:

+kick [user id] [reason]

Example:

+kick 470724017205149701 Get out!

Command: +ban

Description: Ban a member, optional time limit

Usage:

+ban [user id] [limit] [reason]

Example:

+ban 470724017205149701 2d Sourcing

Command: +note

Description: Add note(s) about a member

Usage: +note [user id] [note here]

Example:

+note 470724017205149701 Constantly skirting edge of rules

Command: +notes

Description: Get notes for a user

Usage:

+notes [user id]

Example:

+notes 470724017205149701

Command: +whois

Description: Get various discord account info for a user

Usage:

+whois [user id]

+userinfo [user id]

Example:

+whois 470724017205149701

+userinfo 470724017205149701

Command: +unmute

Description: Unmute member

Usage:

+unmute [userid] [reason]

Example:

+unmute 666975697490673664 made a mistake

Command: +reason

Description: change modlog reason

Usage:

+reason [case # from dyno-log]

Example:

+reason 162 muted for nsfw gif

Appendix/FAQ

4.1 - What is over-moderating?

Over-moderating on a Discord server refers to excessive or unnecessary moderation of content and users by the server moderators. This can include strict enforcement of rules to the point of stifling discussion, removing or warning users for minor offenses, or being overly vigilant about content that is deemed offensive or controversial. Over-moderating can lead to a negative user experience and can discourage users from engaging in the community.

It's important for moderators to strike a balance between maintaining a safe and respectful environment for users and allowing for open and engaging discussions.

4.2 - What if I need a break from the Discord server?

Taking a break from a Discord server can be necessary for various reasons, such as personal or mental health issues, a busy schedule, or simply needing some time away from the platform. Being a moderator on r/drugs is not a full time job, **feel free to take breaks but please inform other moderators if your break is to be an extended one.**

4.3 - What if I don't know what to do in a situation on the server?

If you are unsure how to handle a situation on the server, you can reach out to the other moderators or administrators for guidance in #mod-serious.

It's important to provide as much information as possible about the situation, including screenshots or specific details of the incident. The other moderators or administrators can then provide advice on how to handle the situation or take appropriate action themselves.