

General Policy

Administrators are responsible for their actions.

Administrators are not unaccountable and should be held to higher standards than the playerbase. All administrators are expected to have a solid reason behind their actions. If you have a problem with another admin's behavior, open a ticket in [Staff Complaints](#).

Be professional, polite and welcoming.

Professionalism is important, and in general will help reduce the number of issues you run into as staff. We expect you to deescalate, rather than escalate situations. As staff, you're often the first person that a player with an issue will talk to. No matter your opinion on the player, do your best to be respectful towards them. Ahelps should not be handled in anger. If you are upset with or feel that you are biased against the player, it is better to ask another admin to handle the situation. The primary focuses of an ahelp should be to stop problematic behavior and ensure that the player understands the rules going forward. Questions like "What made you think that was allowed?" or the infamous "What the fuck are you doing?" should be avoided in favor of ones like "Are you familiar with [rule]?"

Do not admin while your judgement is impaired.

Since admins are expected to be professional and handle themselves appropriately when interacting with the community (16+) in an admin capacity, you should not actively admin rounds while heavily intoxicated or otherwise severely impaired. If you are adminning while heavily intoxicated, make sure there is at least one other admin online who is not, and do not run any events. Use your best judgement to determine if you're able to admin effectively, and don't be afraid to take breaks!

Respond to ahelps.

Each ahelp that comes in should be responded to within the ahelp chat window, both to make sure that the player feels heard, and so that other admins know that the situation was handled. Try to inform people when they're "free to go," so that they don't accidentally leave in the middle of an ahelp without knowing. If an ahelp is resolved outside of the ahelp chat window (a vend spawned in, grid moved, etc.), you can use the admin-only chat to let the relay and other admins online know that the situation was handled.

Do not process a case you are/were a part of, or which occurred during a round that you played in.

Even if you've readminned after dying, do not process a case you were involved in. If you have concerns about another player's actions, you must ahelp about it yourself and get the other staff to handle it. Do not use admin chat as a substitute for an ahelp. This is necessary to remain impartial

to cases, and to separate the "admin" from the "player", as well as to make sure that all relevant information is logged in channels like the ahelp relay for future reference.

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