

## Program Support Community of Practice Guidelines and Agreement

### What is Slack?

Slack is a simple online tool you access using your internet browser or an app. It offers a space where you can communicate and share information with individuals and teams. You can watch a short video explanation [here](#).

### What is a Slack workspace?

A Slack Workspace is a platform shared by a group or organization where participants can communicate and work together. You may already be familiar with such a workspace if you belong to other Slack workspaces or a similar online environment like MS Teams.

### Participation in EVA BC's Program Support Slack Workspace

Participation in the Slack Workspace is limited to frontline workers from Stopping the Violence Counselling (STVC), Stopping the Violence and Multicultural Outreach (STV ORS and MORS) and Community-Based Victim Services (CBVS) programs funded by the Ministry of Public Safety and Solicitor General (MPSSG). The programs must hold a current EVA BC membership.

### How to join EVA BC's Program Support Slack Workspace

If you are a frontline worker from an eligible program, go to <https://endingviolence.org/join-a-community-of-practice/>, read the *Program Support Communities of Practice Guidelines and Agreement*, and fill out the online request form. EVA BC's Program Support Team will review and respond to your request as soon as possible.

### How to Use Slack

You can access Slack through an app you download or through any internet browser (Chrome, Firefox, Safari, etc.). If you prefer to work from an app, scroll to the bottom of [this link](#) for the appropriate link. If you have not used Slack before, we recommend you check out their tutorials and resources such as “*Slack 101: How to use Slack*” [here](#) or watch a tutorial on YouTube like the one [here](#).

You will be able to send and receive messages, attachments and links through Slack. And most importantly, you can easily have conversations with staff from other programs. \*See page 5 of this *Guidelines and Agreement document*

### What is a Channel?

In the Slack Workspace, there is currently one “General” channel. This is the default channel. Every anti-violence worker from across the province who signs up for the Community of Practice is a part of this channel. Everyone in the Slack Workspace is able to see messages in the “General” channel, and we encourage

everyone to post in this channel to share comments, resources, etc.\* Please feel free to also communicate with small groups or other individuals.

\*See *the Slack Workspace User Agreement on page 5 for posting guidelines.*

There are also program specific Community of Practice channels for anti-violence workers in the member programs under EVA BC's provincial umbrella:

1. cbvs-cop (for CBVS workers only)
2. ors-cop (for STV Outreach and Multicultural Outreach workers only)
3. stvc-cop (for STV counsellors only).

**Please note:** Because the Slack Workspace uses a free Slack account, any messages or shared documents will not be saved indefinitely, so we recommend that you download shared items you want to continue to access.

If you need further support, please reach out to us at [programsupport@endingviolence.org](mailto:programsupport@endingviolence.org).

### Message Content

The Program Support Slack Workspace is intended to provide anti-violence workers from Stopping the Violence Counselling, Stopping the Violence and Multicultural Outreach and Community-Based Victim Services programs with a useful forum for sharing information, asking questions, sharing successes, and participating in important discussions with colleagues in a peer-driven space.

### Posting Guidelines

Any message posted to the Slack Workspace should contain information, resources or relevant questions for other participants. Please post only messages that are specifically concerned with anti-violence work. The Slack Workspace is peer-driven, and it is the responsibility of individual participants to respect the following guidelines.

Participants of the Slack Workspace are encouraged to:

- Exchange information and news
- Request information from and ask questions of other participants
- Exchange resources
- Share successes
- Discuss and clarify work-related issues
- Develop common positions and strategies on issues facing survivors of gender-based violence and the programs that serve them.

We have learned that communication tools become less used if there are too many irrelevant or inappropriate messages. We ask that participants of the Slack Workspace *do not* post:

- Jokes, "spam", forwards, fundraising requests, etc.
- Promotions of a business or service, or sales and marketing messages

- Job postings (There is a page on the EVA BC website for job postings [here.](#))
- Fee-for-service trainings
- Political commentary
- Confidential or sensitive information
- Missing persons bulletins (we do not have the ability to fact check them)
- Regional information and/or resources not applicable to the entire province. The General channel is not suited for promoting local events.

### Confidentiality

Please remember that Slack is NOT a confidential forum, although we ask that you respect the privacy of other participants who post messages on them. Do not copy any messages from Slack to a non-participants without permission from the author. Do not post the name of any client, or any information that could identify a client. Think carefully before sharing personal information.

### Etiquette

Please communicate in a polite and respectful manner. Participants may not post derogatory, harassing, harmful, offensive, or knowingly false information to the Slack Workspace.

EVA BC staff will also be participants of the Slack Workspace and if a post is not appropriate, we may ask the user to remove it. If you receive a message that you are not comfortable with on Slack, please email [programsupport@endingviolence.org](mailto:programsupport@endingviolence.org) and the Program Support team will work with you to address it.

## EVA BC PROGRAM SUPPORT SLACK WORKSPACE USER AGREEMENT

By joining the EVA BC Slack Workspace, you are agreeing to the following:

1. I agree that I will follow the above Guidelines for users, and any changes to those Guidelines that may be sent from time to time.
2. I will ensure that any advice or information that I post to the EVA BC Slack Workplace is accurate.
3. I will not post to the EVA BC Slack Workplace any statement which I know to be defamatory.
4. I will not post any information that is confidential.
5. I understand that any information or advice that I receive through the EVA BC Slack Workplace, including legal advice, is part of the efforts of the users to help each other work effectively, and that I am responsible for any use I make of it.
6. I understand that if I have a specific question or concern to raise with EVA BC, I will contact the EVA BC program support team directly at [programsupport@endingviolence.org](mailto:programsupport@endingviolence.org) and not through the Slack Workspace.
7. I understand that, while EVA BC staff will also be participants of the EVA BC Slack Workspace, the workspace is largely peer-driven, and will not be constantly monitored. If I see a comment that concerns me, I will contact [programsupport@endingviolence.org](mailto:programsupport@endingviolence.org) and ask that it be addressed.
8. I understand that EVA BC cannot guarantee that the Slack Workspace will be error free or uninterrupted, or that it will meet my specific requirements.
9. I understand that I am solely responsible for any statements which I post to the EVA BC Slack Workspace, and I agree to hold EVA BC and the other participants of the Slack Workspace harmless from any legal consequences resulting from my statements.
10. I agree that EVA BC shall not be liable for any indirect, incidental or consequential damages caused by the use or operation of the EVA BC Slack Workspace or any websites or other services provided by EVA BC, and I release EVA BC staff and any institutions with which they are affiliated from any, and all claims of any nature arising from such use.
11. I agree that if a message to the EVA BC Slack Workspace defames me, I will not sue EVA BC, its staff, or users of the Slack (other than the author of the defamatory post).
12. I understand that I am only eligible to participate in the general channel and the channel for the specific program support Community of Practice I have joined.
13. I understand that if I do not adhere to the terms in this agreement, I may be temporarily or permanently removed from EVA BC's Slack Workspace.
14. If I am no longer working for an eligible member program, I will inform the EVA BC program support team at [programsupport@endingviolence.org](mailto:programsupport@endingviolence.org) immediately so they can remove me from the EVA BC Slack Workspace.