E-Mentoring

Code of Conduct

This code of conduct applies to all mentors, mentees, and E-Mentoring staff who use the E-Mentoring Slack platform.

Expectations
- **Be considerate and understanding of other people's time.** Keep in mind that mentors are volunteers. Remember that everyone gets busy sometimes, but you have made a commitment to message your partner at least once a week. It doesn't have to be a long message every time, but the point of E-Mentoring is to get to know your partner! If you are unable to message your partner for any amount of time, let them and the E-Mentoring team know in advance.
- **Be safe and responsible.** If you are a mentor, do not directly message any mentee(s) other than your own, and do not initiate contact with them outside of Slack. If you are a mentee, do not directly message any mentor other than your own, and do not initiate contact with them outside of Slack. (Mentee/mentee and mentor/mentor contact is encouraged!) Use Slack Channels for their designated purpose, and do not post unnecessary personal information or photos in Slack.
- **Be friendly, patient, and welcoming.** We strive to be a community that welcomes and supports people of all backgrounds and identities. Take initiative to get to know your partner, as well as other people in our online community!
- **Be respectful and compassionate.** It's important to remember that a community where people feel uncomfortable or threatened is not a productive one. Misunderstandings can happen when you're communicating online, but disagreement or frustration is no excuse for poor behavior, poor manners, or personal attacks. It is expected that you will act in accordance with the [UBC Respectful Environment Statement](#) at all times.
- **Be clear and careful in the words that you choose.** Be kind to others. If someone is having difficulty understanding what you are saying, use short, clear messages and keep trying. Do not insult or put down other participants.

Unacceptable Behaviours
Harassment and other exclusionary behavior aren't acceptable. Unacceptable behaviours include:
- Violent threats or language.
- Sexist, racist, homophobic, transphobic, ableist or otherwise discriminatory jokes and language.
- Posting sexually explicit or violent material.

- Posting (or threatening to post) other people's personally identifying information ("doxing").
- Personal insults, particularly those related to gender, sexual orientation, race, religion, or disability.
- Unwelcome sexual attention.
- Deliberate intimidation, stalking or following (online or in person).
- Advocating for, or encouraging, any of the above behavior.
- Repeated harassment of others. If someone asks you to stop, then stop.

Reporting

If you see someone violating this code of conduct (even if they are directing unacceptable behaviour to someone besides yourself) or feel uncomfortable in any way about something someone has said, let the E-Mentoring Coordinator know immediately by e-mailing e.mentoring@apsc.ubc.ca or direct messaging the Coordinator on Slack. If you are a mentor and your mentee brings a violation to your attention, contact the E-Mentoring Coordinator immediately.

If you see someone is having a serious problem, please call the CMHA 24 Hour Crisis Line at 1-888-353-2273, direct them to the Youth in BC Crisis Chat (http://youthinbc.com/#), or call 911 in an emergency situation.

Outcomes

Each incident will be investigated by the E-Mentoring team. Outcomes of each investigation include but are not limited to:
- Mentor/mentee pairs being re-arranged.
- Users being temporarily or permanently banned from directly messaging specific individuals.
- Users being temporarily or permanently banned from participating in specific Slack channels.
- Users being temporarily or permanently banned from the program in general.
- Parents/guardians being notified.
- In some cases, other authorities will be notified.

In cases where your mentor/mentee is asked to leave the program for an extended amount of time, we will do our best to assign you a new partner as soon as possible.

Credits to the Citizen Code of Conduct and the Django Project Code of Conduct for some language used.

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