DMs with Staff Members

If any player wishes to have a private conversation with a Staff Member, they should use the **Support Ticket** channel to **Start a Conversation** and then ping the staff member in there.

Adults may DM a staff member directly if required, but it is encouraged that even those be maintained through the in-server Support System.

Children (18 and under) absolutely are not allowed to have private conversations with non-family adult members of the community, including staff members.

Other staff members who are observing a DM conversation between staff and a community member should NOT interact with the conversation unless absolutely needed or that person is called into the DM channel. Treat this like a DM between two people, but where the rest of the staff team can observe the conversation for transparency and safety reasons.

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