

DIGITAL MESSAGING  
FOR SETTLEMENT  
AND INTEGRATION



MESSAGERIE NUMÉRIQUES  
POUR L'ÉTABLISSEMENT  
ET L'INTÉGRATION

# DMSI Slack Workspace Guidelines

## February 2020

### PURPOSE

Slack (<https://slack.com/>) is an online collaboration hub for easy and accessible ongoing communication that can be used by any one, any where, at any time. We will be using Slack to:

- Communicate with those launching, implementing or evaluating digital messaging projects for settlement and integration across Canada and/or internationally
- Share resources, good practices, lessons learned and successes
- Support each other in solving challenges and complex issues we face in our work

*Please remember, this is a community space. We encourage constructive dialogue, respect and expression of values similar to the organizations we work with.*

### ROLES & RESPONSIBILITIES

#### Moderators

- **Lama Chami**, Digital Community Manager & Project Coordinator for DMSI at Refugee613, will be checking in with the workspace on a weekly basis. She will ensure that people's questions, concerns and discussions have appropriate follow-up. She is also the person to contact if you would like to invite new members, create a channel, or edit the settings of the workspace or existing channels.

#### Members

- Members have access to all channels, private messaging, calling, document creation and document sharing functions of the platform. They are able to use any of the tools available to communicate and share with other members on the platform.

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- We encourage members to take advantage of the workspace as a resource to share their experiences and engage in discussion with others across Canada on their challenges, successes and lessons learned.
- If members are inactive for more than one month, we ask that you communicate with the DMSI team at Refugee613 to change your status in the group. The team can provide tips on how to be more active or help with leaving the group.

## SLACK INs AND OUTs

Please download Slack for free on your smartphones and desktops by using this link:

<https://slack.com/downloads/windows>. We encourage you to keep the Application on your desktop and your smartphone for more easy access and use if possible.

Slack has many features to take advantage of. If you require technical help or are interested in exploring these features you can check out: <https://get.slack.help/hc/en-us>

### Channels

The channels have subject titles that represent the topics that should be discussed in that group, such as #general or #modeldesign. The purpose of the channels are described at the top beside the title. These subjects help manage content and orient members to specific content to have discussions or find resources. If you have suggestions for channels, feel free to suggest them to Jackie! Here are a few notes on how we hope to interact in the channels:

- The general channel is used for information or notes that apply to the whole group and do not fit in with other areas. For example, if you have a question about an agency doing work in a particular area and any one can answer, you might put that in here.
- When communicating in a channel you can notify specific people about your information by saying @name, or to notify everyone you would put @channel.
- You can pin important information to the top of a channel for a period of time so that the post or resource does not get lost in other content.

### Direct Messages

- You can have direct messaging with one or several members of the group! Consider who you specifically need involved in the conversation here.

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## Inviting People

- If you think someone else in your agency should be included in the workspace, please contact Jackie Stol through a direct message in Slack or at [jackie@refugee613.ca](mailto:jackie@refugee613.ca).

## Uploading Files

- Generally, uploading files is a simple drag-and-drop or you can use the plus sign beside the direct message. You can go to the top of the channel on the three dots (more items) to see All the Files, Your Files or other special viewing settings.
- Here are some instructions on uploading files:  
<https://get.slack.help/hc/en-us/articles/201330736-Add-files-to-Slack>

## PRIVACY AND CONFIDENTIALITY

For more information about Slack's privacy policy, please visit: <https://slack.com/privacy-policy>.

As always, we ask that all members of the workspace follow our respective agency and service provision policies for privacy and confidentiality when it comes to sharing information about clients, practices and services.

Please take care to consider whether the content you're sharing in text or in uploaded documents is personal, private or sensitive information.

If you plan on sharing something from the Slack workspace beyond that workspace, please ask the expressed permission of those involved.