

Township of Assiginack Social Media Policy

The official corporate Township of Assiginack social media channels are managed by staff who make a genuine effort to provide timely information and the best possible customer service to residents.

Acceptable Content

Content, comments, or links containing any of the following will not be acknowledged (or, in some cases, permitted) on any Township of Assiginack social media platforms:

- Sarcastic and/or disrespectful comments;
- Comments not directly related to the particular post or article;
- Promotion of political candidates;
- Promotion of illegal activity;
- Information that may compromise the safety or security of the public or public systems;
- Content that violates a legal ownership interest of any other party.
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Response Time

The Township's social media channels are monitored during business hours: Monday–Friday, 8:30am–4:30pm. Staff aim to address all appropriate comments (deemed so as per the above lists) **within 8 business hours**.

Please note that this turnaround time is impacted by staff availability and resources across the municipality, and there will be instances when a response may take more time. In addition, there are some situations that are best dealt directly with specific departments, and responses may therefore provide relevant department contact information.

Health and Safety

In accordance with Occupational Health and Safety Act, and in protecting Township employees from harm and harassment in the workplace, the municipality does not condone the following on social media:

- Abusive, profane, derogatory, or offensive comments;
- Slanderous or defamatory remarks, obscene language or sexual content;
- Information that may compromise the safety or security of municipal employees;

- Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, colour, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation.

Should comments that meet any of the criteria above be directed at any Township-managed social media channel via social media, the following steps will be taken:

Action to be taken:

Step 1: The municipality will remove the offensive comment. The Township's account will request removal or remove directly and advise the offender that they will be blocked if the offensive content continues.

Step 2: If the offender continues making inappropriate comments, the Township will block the offending user. The Township of Assiginack reserves the right to block/ban specific users from the Township's official social media channels whose activities do not comply with the Social Media Policy.

For more information please contact info@assignack.ca.

Note: The Township may seek the assistance of the relevant social networking platform in flagging and/or blocking offensive comments and users.