
	<h2 style="text-align: center;">Town of Vegreville Procedure</h2>
<b>Policy No.:</b> <b>Policy Title:</b> <b>Approval Date:</b> <b>Revised Date:</b> <b>Department:</b>	<b>GOV-1006</b> <b>Social Media Policy</b> <b>March 7, 2023</b> <b>March 7, 2023</b> <b>Community Engagement and Economic Development</b>

## 2.2 Rules of Engagement

- 2.2.1 For correspondence received via Town social media accounts (i.e. comments, messages), a response will be issued during regular business hours.
- 2.2.2 The Town is not responsible for monitoring or responding to correspondence on social media accounts other than those which are owned and controlled by the Town.
- 2.2.3 The Town of Vegreville reserves the right to edit, modify, and/or remove comments, messages, or content on Town social media accounts containing any of the following:
- Content that is not relevant to the Town of Vegreville or the topic of the post.
  - Slanderous, defamatory, obscene, or sexually explicit language.
  - Content that promotes discrimination based on race, religion, gender, age, national origin, disability, sexual orientation, or any other protected status.
  - Support or opposition to political campaigns.
  - Illegal activities or information that could compromise public safety.
  - Content that violates the legal rights of others.
  - Vulgar, threatening, or harassing language.
  - Inappropriate sexual content or links.
  - Private or confidential information.
  - Comments determined by the CEED to be a specific attack on groups or individuals or to be inherently political in nature or cause.
  - Content that violates any Town policy.
  - Any other content deemed unsuitable by the CEED.
- 2.2.4 The Town of Vegreville may ask users to refrain from posting inappropriate comments, or mute, block or ban users for posting any content deemed unsuitable by the CEED.

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## 2.2 Rules of Engagement Continued

- 2.2.5 The Town will respond only to comments posted on Town social media accounts or messages sent to Town social media accounts that contain a question relevant to Town business. When possible, a link to relevant information on vegreville.com will be included in the Town's response.
- 2.2.6 The Town of Vegreville will respond to negative comments posted on Town accounts in accordance with the 'Charged Comment Guidelines' found in this procedure.
- 2.2.7 Content posted or submitted by followers or visitors of Town social media accounts is subject to public disclosure without prior consent from the visitor/follower.