



## **Interacting with Kenora District Services Board on Social Media**

This notice explains how the Kenora District Services Board (KDSB) interacts with the public on social media.

### **Content and frequency**

We use social media as an alternative method of sharing the content posted on our website and interacting with our stakeholders. By following us on social media, you can expect to see information about the programs and services we provide. Our posts cover topics that may be of interest to the general public, clients, future clients, stakeholders and partner organizations.

We can discuss general services topics, but not specific cases. We cannot disclose client information. For specific service information or for topics that are confidential in nature, please contact us toll-free at 1-800-461-5766.

We understand that the web is a 24/7 medium, and your comments are welcome at any time. You should expect to see new content or replies to comments posted weekdays during business hours, which are 8:00 am – 4:30 pm.

Because the servers of social media platforms are managed by a third party, our social media accounts are subject to downtime that may be out of our control. As such, we accept no responsibility for platforms becoming unresponsive or unavailable.

### **Links to other websites and ads**

Our social media accounts may post or display links or ads for websites that are not under our control. These links are provided solely for the convenience of users. The KDSB is not responsible for the information found through these links or ads, nor does it endorse the sites or their content.

### **Following, liking and subscribing**

Our decision to "follow," "like", or "subscribe to" another social media account does not imply an endorsement of that account, channel, page, or site, and neither does sharing (retweeting, reposting, or linking to) content from another user.

## Comments and interaction

We will read all direct mentions on social media and participate in discussions when appropriate. We ask that your comments be relevant and respectful.

We cannot engage in issues of party politics or answer questions that break the rules of this notice. We cannot offer advice regarding personal matters on social media.

We reserve the right to edit or remove comments that:

- contain personal information;
- are contrary to the principles of the Canadian Charter of Rights and Freedoms;
- express racist, hateful, sexist, xenophobic, homophobic, slanderous, insulting, or life-threatening messages;
- put forward serious, unproven, or inaccurate accusations against a person or organizations;
- are aggressive, coarse, violent, obscene, or pornographic;
- are offensive, rude, or abusive to a person or an organization;
- are not sent by the author or are put forward for advertising purposes;
- encourage illegal activity;
- are unclear or irrelevant;
- are repetitive or spam; and
- do not, in our opinion, add to the normal flow of the discussion.

Please be respectful and make sure that your comments are relevant to where they are posted. The views of users commenting on our social media accounts do not necessarily represent the views of the KDSB.

We will reply to questions or comments sent to us using social media channel's private messaging systems. From time to time we may also use it to reply directly and privately to a user when a public reply is not appropriate.

Also, please note that you participate in social media at your own risk, taking personal responsibility for your comments, your username and any information provided.

## **Accessibility of social media platforms**

Social media platforms are third-party service providers and are not bound by KDSB standards for web accessibility.

If you have difficulty accessing content on our social media accounts, please contact us and we will try to solve the problem or provide you with the information in a different format.

## **Privacy**

Our social media accounts are not KDSB websites and represent only our presence on third-party service providers.

The KDSB's use of social media serves as an extension of its presence on the web. Social media account(s) are public and are not hosted on KDSB servers. Users who choose to interact with us via social media should read the terms of service and privacy policies of these third-party service providers and those of any applications you use to access them. The KDSB uses [Twitter](#) and [LinkedIn](#).

Protect your personal information. Never disclose private details in a tweet or other social media content.

## **KDSB staff using social media**

Some KDSB employees post in their personal capacity under their own names or pseudonyms. Despite their employment with the KDSB, the posts of employees in their personal capacity do not represent the official position of the KDSB. Such posts should be considered as those of private citizens.

## **Questions and media requests**

Media outlets are asked to send questions to Communications Officer, Roberta Lappage at [rlappage@kdsb.on.ca](mailto:rlappage@kdsb.on.ca) or (807) 223-2100 x 2474.