



Standard Policy/Procedure

Title: Social Media Comments Policy

Department: Marketing/Communications

Location/File: V:\clemdocs\VOC Policies\Marketing\Social Media Comments Policy

Originated: 5/7/2015

Reviewed: 5/11/2015

Council Approved: 5/11/2015

Revised:

Effective Date: 5/11/2015

The purpose of this site is to provide information about Village of Clemmons services and programs as well as other information that is of public interest to residents, businesses and visitors.

Please note that this is a moderated online discussion site and not a public forum. All content posted to the Village of Clemmons' social media site by the public must be related to discussion of Village sponsored programs, services, projects, issues, events and activities.

The Village reserves the right to delete submissions that:

- contain vulgar language, personal attacks of any kind, or offensive comments that target or disparage any ethnic, racial, or religious group
- that are spam or include unrelated links to other sites
- are not topically related to City sponsored programs, services, projects, issues, events and activities, or the particular post being commented upon
- advocate illegal activity
- promote particular services, products, or political organizations
- infringe on copyrights or trademarks
- violate any local, state, or federal laws and/or is otherwise unlawful

This comment policy is subject to amendment or modification at any time. Multiple violations of the Social Media Comment Policy may result in the offending user being banned from use of Village social media sites at any time and without prior notice.

While the Village of Clemmons understands that social media is a 24 hour-a-day, 7 days-a-week medium, the monitoring capability of the Village's staff is not. **The Village therefore asks that no requests for emergency service or immediate response be made through social media. Please call 911 if you have an emergency.**

Please note that the comments expressed on social media sites do not reflect the opinions and position of the Village of Clemmons government or its officers and employees.

If you have questions concerning the operation of this online moderated discussion site, please contact the Village Hall at 336-766-7511.

Please direct any additional suggestions and/or questions to info@clemmons.org.