



VOLUNTEER/INTERN SOCIAL MEDIA POLICY

Harris County Public Health (HCPH) encourages our volunteers to participate in social media and post positive information about their experiences while volunteering or interning with our department. We ask that when engaging in social media, volunteers/interns are clear about what they are representing, and take responsibility for ensuring that any references to Harris County Public Health (HCPH) are factual, complete, and accurate. We ask that volunteers/interns show respect for the individuals and communities with which they interact and represent.

“Social media” includes blogs, wikis, social networks, virtual worlds or other media *yet to be identified or created* and that are used to connect you with the rest of the world.

Popular forms of social media include:

- Blogs
- Microblogging sites (ex: Twitter, Snap Chat etc.)
- Multimedia/Social networking sites (ex: Facebook, YouTube, Vimeo, LinkedIn, Flickr, Instagram, etc.)
- Forums (ex: Yahoo! Groups, Reddit, etc.)
- Bookmarking sites (ex: Pinterest, etc.)
- Wikis
- Virtual Worlds

It's important to remember that HCPH depends on strong community support and goodwill. ***Our reputation is a valuable asset.*** We ask that volunteers/interns please consider whether content shared is potentially damaging our reputation before posting any site, especially if/when the poster is identified as a HCPH volunteer or intern. Volunteers/Interns who engage in blogging or posting should be mindful that their comments could have an adverse effect on the work we do at HCPH.

Do:

- Post links and positive comments about experiences volunteering/interning with HCPH
- Celebrate successes, for example, great work by staff and volunteers
- Post positive comments about HCPH such as topics about emergency response, animals, events and news
- Share, Like, React, Comment on HCPH social media posts
- Take responsibility for ensuring that any references to HCPH policies are factual, complete, and accurate
- Show respect for the individuals, partners, and communities with which they interact

Do not:

- Without prior permission, post photos or videos of HCPH patients or community members receiving services from HCPH
- Voice grievances or make disparaging remarks about HCPH and the Harris County Commissioners Court.
- Breach the confidentiality of private information from any HCPH department, as defined in the Volunteer/Intern program Confidentiality Statement. No information should be disclosed without the permission of the appropriate Division/Office Director or designee
- Disclose personal information of HCPH staff and volunteers, and partners
- Damage the reputation of HCPH or post disparaging, obscene or defamatory information
- Harass, bully, discriminate or post hateful information about HCPH, its staff and volunteers and partners as defined in the HCPH Volunteer/Intern Participation Agreement

If volunteers/interns are uncertain about a potential post, we ask that they please consult the HCPH Volunteer & Internship Program Coordinator or the Office of Communication, Education, and Engagement.

Failure to comply with this policy may result in changes to volunteer/intern opportunities with Harris County Public Health, including prohibition from volunteering/interning.

I acknowledge that I have read this policy and will abide by it. I understand that if I violate the policy, my volunteer/internship opportunities with HCPH may be changed, limited, or prohibited.