

ILLINOIS HOUSE OF REPRESENTATIVES



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State Representative 9th District Official Government Use Social Media Policy

Purpose of the Account:

The official government social media account is designed to facilitate effective communication and engagement between the government and its citizens. Its primary purpose is to disseminate timely, accurate, and relevant information, increase transparency, foster civic participation, and strengthen public trust in the government. This policy aims to ensure responsible and professional use of social media platforms by government officials and employees to uphold the integrity and reputation of the government.

General Guidelines:

1. Account Ownership and Management:

- a. The official government social media account(s) shall be owned and managed by authorized government personnel or departments responsible for communications.
- b. Access to the account(s) should be limited to designated individuals who have received appropriate training on social media usage, communication protocols, and adherence to this policy.

2. Timeliness and Accuracy:

- a. All information shared on the official government social media account(s) should be accurate, up-to-date, and reliable.
- b. Efforts should be made to promptly respond to inquiries, comments, and feedback received through these platforms.
- c. Fact-checking and verification processes should be followed before sharing any information or news, especially during emergency situations.

3. Professional Tone:

- a. All content shared on the social media account should maintain a professional and respectful tone, representing the government in a positive light.
- b. Communications should avoid personal opinions, biases, or inflammatory language. Statements made should align with the official stance of the government.

4. User Engagement and Moderation:

- a. Citizens' comments, questions, and concerns should be acknowledged and responded to in a timely and courteous manner.
- b. Constructive criticism and feedback should be handled professionally, fostering open dialogue while avoiding confrontations.
- c. The use of profanity, hate speech, discriminatory language, or any form of harassment should not be tolerated, and such comments should be promptly removed.

5. Limitations:

- a. Threatening Posts: Content that incites violence, promotes harm, or threatens the safety of individuals or communities is strictly prohibited.
- b. Obscenity: Any sexually explicit, offensive, or vulgar content, including images, comments, or links, is not allowed on the official government social media account(s).
- c. Advertisement and Promotions: The account(s) should not be used for advertising or promoting commercial products, services, or political campaigns. Exceptions may be made for official government initiatives, events, or public service announcements.

6. Copyright and Intellectual Property:

- a. Respect copyright laws and intellectual property rights when sharing content on the social media account(s). Obtain proper permissions and give appropriate credits where necessary.
- b. Do not share confidential or classified information through these platforms. Ensure compliance with existing laws and regulations regarding the dissemination of sensitive government information.

7. Monitoring and Compliance:

- a. The official government social media account(s) may be monitored by designated personnel to ensure compliance with this policy.
- b. Violations of this policy may result in disciplinary actions, including but not limited to warnings, suspension, or termination of access to the social media account(s).

By adhering to this social media policy, government officials and employees can effectively communicate, engage, and build strong relationships with the public while upholding the values and principles of transparency, professionalism, and integrity.

Yolonda Morris
Illinois' 9th District State Representative