Edmonton Police Service

Community Commenting Guidelines

The Edmonton Police Service (EPS) uses social media to inform the public about issues pertaining to the law, safety, community well-being, police governance and transparency. The EPS endorses the appropriate and respectful use of its social media channels to create a positive, engaging environment for all Edmontonians.

The following guidelines are meant to protect community members from online harm while providing a forum for their views, ideas and concerns. If you post to one of our social media accounts or respond to something we have posted, you are agreeing to abide by these guidelines.

Do not use EPS social media accounts to report a crime or request police assistance. Our accounts are not monitored 24/7. Call 911 if you require immediate assistance from police or contact our non-emergency line at 780-423-4567.

THE BASICS

1) Be courteous. Listen to what others have to say and expect others to do the same for you. If you think someone's comments are hateful, inflammatory, or meet our criteria for offensive behaviour, please email us: socialmedia@edmontonpolice.ca
2) Keep your comments relevant to the topic being discussed. Think of it as a conversation – don't be that person who interrupts and tries to steer it in another direction just because you want to talk about something else. Doing so is rude and will only cause people to get upset with you (and might get you banned from our channels.)
3) Think before you post. Would you want your grandmother to read what you are posting? Remember, everything you post on our channels is public.

If you have a specific grievance against the police, you can file a complaint **here**.

If you want to make us aware of a technical issue, you can email us: socialmedia@edmontonpolice.ca

YOU ARE WHAT YOU POST

Users who submit content to EPS social media accounts are responsible and liable for the content they submit. EPS does not endorse any non-EPS posts, commentary, links, videos, and/or images.

Opinions expressed by individuals, government agencies, formal or informal groups, public or private organizations, and/or media outlets, are not the opinions of Edmonton Police Service or City of Edmonton (COE).

WHO OWNS WHAT?

EPS reserves the right to re-post/re-use any original content (words, photos, graphics, artwork, animation, etc.) sent to our social media accounts with or without the original poster's permission (but we will always give credit where credit is due.)

Content posted on EPS social media platforms are public records and are subject to all applicable provincial and federal regulations.

Content which violates copyright and/or trademark law may be removed without notice.

RESPONSES

Content posted on EPS social media platforms or sent to us as a private message is reviewed by staff during normal business hours (8AM to 4PM). We will respond when appropriate. We cannot commit to replying to all posts or questions.

CAN MY POSTS BE USED BY THE POLICE?

Posts and/or private messages, including individual identifiers ("handles", names, addresses, phone numbers, images, metadata) pertaining to an investigation(s) by the EPS and/or other law enforcement agencies will be shared with the investigating officer(s) and/or agency(ies), with or without the original submitter's prior knowledge.

DON'T DO THESE THINGS

The EPS reserves the right to edit, hide, remove and/or delete posts, videos and/or images if they:

- Are perceived as spam, including repetitive posts copied and pasted or duplicated by single or multiple users;
- Are determined to be anonymous or fake accounts meant to impede the flow of conversation, or harass other users and/or EPS employees;
- Contain hate speech, including**,** but not limited to**,** any negative racial, ethnic, mental health, or sexual orientation references;
- Contain inaccurate or false information;
- Could be harmful to and/or exploit people under the age of 18 and/or vulnerable individuals or groups;
- Harass or advocate harassment of an identifiable individual and/or group or groups;
- Are meant to deliberately provoke by making inflammatory or offensive statements targeted at an individual, group,
- Are meant to provoke a violent response from another individual, group or groups;
- Are in clear violation of civic, provincial or federal bylaws and laws;
- Contain threats as defined under the Criminal Code of Canada;
- Provide comments or instructional information about illegal activities including the making of or selling of weapons, violating someone's privacy, or providing or creating computer viruses;
- Include any abusive, harassing, threatening, violent, vulgar, obscene, slanderous, defamatory or insulting language and/or images;
- Link to inappropriate, offensive or obscene content or websites;
- Contain third party information and/or identifiers, including information about individual EPS employees, City of Edmonton employees, partner agencies, and/or community stakeholders;
- Contain proprietary information, intellectual property, and/or copyrighted or trademarked images or graphics that are posted without the approval of the owner.
- Solicitations, advertisements, or endorsements of any financial, commercial, or not-for-profit organizations;
- Comments that are unrelated to the topic of the page or post or are incomprehensible; and
- **<u>Any post deemed inappropriate at the sole discretion of the EPS.</u>**

EPS will block or ban ***with or without warning*** individuals, groups, or organizations from further activity on our social media platforms if they are found to be in violation of these guidelines.

Questions or comments can be submitted to: socialmedia@edmontonpolice.ca