



## Roger Neilson House Social Media Terms of Use

Roger Neilson House strives to provide quality care to children and families and social media presents a useful platform by which we can augment that care. We continue to develop, expand and evaluate the services we offer to help meet the needs of the clients we serve. Social media is identified an important communication tool with families and an integral component of the society in which we live to share photographs, experiences and links to resources.

Roger Neilson House has developed a Facebook, Twitter and Instagram account to help keep families and the community aware of what is happening at Roger Neilson House. Our social media accounts will be monitored, maintained and updated by our social media communications team within the house. Because we are a health care facility, we must be mindful of the information, pictures and communication we share through social media. The social media team is available for any questions, concerns or comments at [socialmedia@rogershouse.ca](mailto:socialmedia@rogershouse.ca).

Roger Neilson House may follow and like social media accounts from its partners or stakeholders. Please note that being followed or liked by Roger Neilson House does not imply endorsement of any kind. We will also occasionally retweet and share content that might have value to some of our followers and this should not be interpreted as an endorsement of any other organization.

### Terms of Use

Roger Neilson House aims to deliver quality health care and our goals remain unchanged in the world of social media. Because we are a health care facility and given the sensitive needs of the population we serve, we need to be extremely cautious of the information we share. We want to thank you for joining us on social media, but please be respectful of the children and families that access our services. By using one of our social media accounts, you agree to the following terms of use:

**Please keep it positive!** Post comments that are respectful of other people and refrain from making hurtful personal remarks. Highly critical comments can make the situation unpleasant for everyone and can prevent other members from posting their opinion. Please feel free to disagree, but please use respectful language. Respect also includes no spam, advertisements, marketing or solicitation.

**Share your experience, not your advice.** Please do not provide any medical advice. Contact information for our medical team is available on our website [www.rogershouse.ca](http://www.rogershouse.ca) or through the Children's Hospital of Eastern Ontario at [www.cheo.on.ca](http://www.cheo.on.ca). Let's leave the medical advice to the professionals.

**Seek professional help if you are in crisis.** This page is not intended to be crisis support. If you or a family member are struggling and looking for support, we encourage you to get the help that you need. A great place to start is with TeleHealth at 1-866-797-0000. If you are followed by our team, please contact us directly by telephone. You can also try Kids Help phone - a toll-free, 24-hour, bilingual and anonymous phone counseling, referral and Internet service for children and youth at 1-800-668-6868.

**Use caution!** Social media is a great way to connect, but in a virtual discussion, people may not always be who they seem. Remember that you should not share personal identifying information online and be careful about sharing information about your child and family. Social media platforms are public spaces and the information you post could live in cyberspace forever. Please consider the implication of that before sharing any information.

**Discriminatory comments are not permitted!** Comments of a discriminatory or libelous nature, or that create privacy concerns, will be removed. Please refrain from using comments that refer to race, age, gender, sexual orientation, religion, political persuasion, body type, physical or mental health and/or access issues.